



**FOOD & BEVERAGE
POLICIES**



FOOD & BEVERAGE POLICIES

Catering by SMG is the exclusive food and beverage provider for the Florence Civic Center. No food or beverage of any kind will be permitted to be brought into the facilities by the patron or any of the patron's guests or invitees. Food items may not be taken off the premises; however, excess prepared food is donated under regulation to agencies feeding the underprivileged.

Beverage Service: We offer a complete selection of beverages to compliment your function. The South Carolina Alcohol Bureau and Licensing regulates alcoholic beverages and service. As the licensee we are responsible for the administration of these regulations.

Menus: The menus are designed as guidelines to assist you in the selection of your food and beverage service. Please note that our Food & Beverage Management welcomes the opportunity to customize menus and services to create unusual or thematic events.

Pricing: An 18% service charge and a 2% hospitality fee will be applied to all food and beverage sales. A 6% sales tax will be applied to all food, beverages, labor, linen, centerpieces and service charge. Guaranteed prices will be confirmed with a signed contract and specified deposit.

Labor: Catering personnel are scheduled as follows: Breakfast and Lunch shifts 4 hours. Shifts include set-up, service and breakdown. Any events requiring additional time for service will incur an overtime charge of \$25.00 per waiter per hour.

Contracts: A signed copy of the catering contract must be signed and returned two (2) weeks prior to your event. The signed contract with its stated terms and addendum (if applicable) constitutes the entire agreement between the client and Catering by SMG. Any on-site additions to these contracted arrangements will be accommodated upon receipt of a signed catering contract listing the additional items required.

Payment: A deposit of 100% of the estimated charges is due, along with the signed contract, by the date specified in the Catering Contract to guarantee services. Any increases in final guarantee (above 5%) are due and payable prior to start of services. Any on-site adjustments, additions or replenishments of the contracted catering services will be reflected in a final notice, payable within 10 days of receipt. The Catering Department does not extend direct billing. As such, a guarantee payment is required for all functions. You may finalize your account by Company Check, Cashier's Check, Visa, MasterCard, American Express or Cash. The Catering Department will process/pre-approve your credit card for any estimated balance due three (3) business days prior to your function date.

Cancellation Policy: Cancellation of contracted services must be made in writing a minimum of four (4) weeks prior to the scheduled function. If the event is cancelled less than fourteen (14) days but more than 72 hours (3 business days) prior to the event, a fee of 75% of the total estimated services will be charged. Any event cancelled less than 72 hours (3 business days) prior to the event would incur 100% of the estimated charges.

Facility Services: Banquet prices include linens (excluding overlays or special orders), glassware, china and flatware for up to 1000 seated guests. For banquets over 1000 guests additional charges may apply.

Decorations: Your Catering Management is available to assist you with candle centerpieces and specialty lines to enhance your event.

Guarantees: The guaranteed number of attendance is required 72 hours (or 3 business day) prior to the date and time of the function. (A business day is defined Monday-Friday by 12 noon.) If the guarantee is not received as stated, the number on the contract will be your guarantee. The guarantee is not subject to reduction after the 72-hour deadline. Increases in attendance given after the final guarantee deadline may be subject to additional charges. The Catering Department will not be responsible or liable for serving these guests, but will do so based on availability or product. The Catering Department will prepare food product for seated functions 5% over the final guarantee to a maximum of 30 people. Additional seating will only be placed if needed.