



## **Food & Beverage Policies**

### **MENUS**

The following menus are designed as guidelines to assist you in the selection of your food and beverage service and are designed to give you and your guests a variety of catering experiences. Savor... Osceola Catering BY SMG welcomes the opportunity to customize menus and services to create unusual or thematic events.

### **BEVERAGE SERVICE**

We offer a complete selection of beverages to compliment your function. The State of Florida regulates the Sale and Service of alcoholic beverages. As the Licensee, SMG is accountable for the administration of these regulations. Therefore, as the sole purveyor for Osceola Heritage Park, it is our responsibility to enforce a policy of not allowing individuals or groups to bring liquor from outside sources onto the premises of Osceola Heritage Park. SMG requires that all alcoholic beverages be dispensed only by SMG employees or agents. SMG's alcoholic beverage license requires SMG to request proper identification (Photo ID) of any person of questionable age and refuse alcoholic beverage service if the person is either underage or proper identification cannot be produced and refuse alcoholic beverage service to any person, who in SMG's judgement, appears intoxicated. Alcoholic Beverages may not be removed from the premises.

### **LABOR**

Catering personnel are scheduled in four-hour shifts for each meal period. These shifts include set-up, service and breakdown. Events requiring additional time for service will incur an overtime charge of \$25.00 per waiter per hour.

There is a charge of \$75.00 for each Station Attendant and Carver required. The charge for Bartenders is \$125.00 which will be waived if Bar Revenue exceeds \$550.00. The number of Station Attendants, Bartenders, and Carvers are based on one attendant per 100 guests.

### **SERVICE CHARGE FOR LESS THAN 50 PEOPLE**

A Service Fee of \$175.00 will be applied to buffet and plated meal service where there are less than 50 people in attendance.

### **DELIVERY FEES**

Delivery fees for off-site catering services will be determined by amount of travel time from Osceola Heritage Park.

## **SERVICE LOCATIONS WITHIN OUR FACILITY**

Savor Osceola Catering is delighted to be able to offer food and beverage services in any of our meeting rooms, exhibit halls, or lobby spaces of Osceola Heritage Park. Please keep in mind the services ordered for specific locations are to be served and consumed in those locations. Services may not be moved to an additional location after the start time listed on your BEO. Services requested for an additional location will be placed on a new BEO at the price point of the initial order.

## **VEGETARIAN MEALS**

We ask that three (3) working days prior to your event an anticipated vegetarian guest count be given with your guarantee. Vegetarian meals will be charged as the same price as the selected menu.

## **PRICING**

A 20% Service Charge will be applied to all food and beverage sales (including alcohol). A 7% State of Florida sales tax will be added to all food, alcoholic beverages, labor, rental, floral, and service charges. Service Charges are taxable in the State of Florida. All menu prices are based on service for 100 people. China Service is standard for wedding receptions and plated meals. All other service is on disposable service. China is available at an additional cost. Due to the seasonal supply fluctuation of Food and Beverage Products, menu prices will be guaranteed ninety (90) days prior to your event.

## **CONTRACTS**

A signed copy of the Catering By SMG Contract must be returned by the date specified within the contract along with the required deposit to the Catering By SMG Offices at 1875 Silver Spur Lane Kissimmee, FL 34744. In addition, you will need to sign the Banquet Event Order (BEO) and Banquet Policies. The BEO is your menu order and must be signed and received by our Catering Department by the date specified within the Catering Contract. The Catering Contract, Banquet Policies and BEO signed by both parties, with its stated terms and deposit constitutes an entire agreement between the client and Catering By SMG.

## **GUARANTEES**

In order to ensure the success of your function and the satisfaction of your guests, food and beverage guarantees must be received by Catering By SMG no later than 3 business days prior to the date and time of your event. (Business days are defined as before 12:00 Noon M-F). This number will constitute your final guarantee and cannot be reduced after this deadline. Increases in attendance within the 72 hour deadline are subject to additional charges. The Catering Department will prepare food product for seated functions 5% over the final guarantee to a maximum of 30 people.

## **CANCELLATION**

Should it be necessary for Customer to cancel a function after the agreement has been signed, SMG Food & Beverage will be entitled to liquidation damages equivalent to no less than 25% of the total estimated charges for the cancelled function. All requests for cancellation of contracted services must be made in writing to SMG Food and Beverage 1875 Silver Spur Lane Kissimmee, FL 34744 Attn: Brian Eggers

## **INSURANCE**

All catered events require a Certificate of Insurance naming Osceola County Board of County Commissioners, Osceola Heritage Park, SMG and Savor... Osceola Catering By SMG as additional insured. A one million dollar general liability insurance policy must be on file before the start of the event. Insurance can be bought from Savor...Osceola Catering By SMG with a two week notice prior to the event

## **PAYMENT**

A deposit of 25% of estimated charges is due, along with the signed contract, by the date specified in the Catering By SMG Contract to guarantee services. The remaining balance is due no later than 3 days prior to the event. Services will not be performed without the required full prepayment and a signed contract on file in our office. Catering By SMG requires that you have a credit card on file for any additions to your orders and/or other variable charges. Catering by SMG does not extend credit or direct billing. As such, a guarantee payment is required for all functions. You may finalize your account by company check, cashiers check, Visa, MasterCard, American Express or cash. Catering By SMG will process/ pre approve your credit card for any estimated balances due three (3) business days prior to your function date.

## **FACILITY SERVICES**

For banquets over 500 guests additional rental charges may apply. Banquet seating will be at round tables of ten (10) guests unless otherwise specified. Banquet prices include white linens, glassware, china and flatware. Special Seating diagrams, numbered tables, colored linens and napkins are available upon request. Ask your Catering By SMG Representative about other linens and colors available.

## **WATER SERVICE**

During meetings, the speakers podium and head table will be provided with complimentary ice water service by the Catering Department at your request. Water stations for attendees or for exhibit show floors are subject to additional charges and must be coordinated through the Food and Beverage Department

## **DECORATIONS**

All decorations must meet with approval of the Osceola County Fire Marshall. No open flames are permitted in the facility. Candles must be enclosed in Hurricane Globe or Votive Holder. The following items are prohibited: bird seed, rice and confetti. Your banquet manager is available to assist you with fresh floral arrangements, thematic decorations and specialty linens to enhance your event.

No food or beverage of any kind will be permitted to be brought into or removed from the facilities by the patron or any of the patron's guests or invitees. The Catering Department will donate excess food under regulated conditions to agencies feeding the underprivileged at SMG's sole discretion.

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Client Signature

\_\_\_\_\_  
Date

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Savor...Osceola Catering by SMG

\_\_\_\_\_  
Date