

# FOOD & BEVERAGE POLICIES

ASM Global is the exclusive food & beverage provider for the Knoxville Convention Center and World's Fair Exhibition Hall. No food or beverage of any kind will be permitted to be brought into the facility by the patron or patron's guests or invitees. Food and beverage items may not be taken off the premises; however, excess prepared food is donated under regulated conditions to agencies feeding the underprivileged at ASM Global's sole discretion. Sampling and/or distribution of food or beverage by any exhibitor or vendor must be approved by the Food & Beverage Director two weeks prior to any function, must complete an authorization request provided by the Catering Department and will require a temporary Health Permit from the City of Knoxville.

ASM Global reserves the right to adjust, waive or modify exclusivity of these policies related to move-in and move-out of the facility for tradeshow, consumer or related events.

## Guarantees

The guaranteed number of attendees is required 72 hours or 3 business days prior to the date and time of the function. A business day is defined as Monday-Friday by 12:00 noon. If the guarantee is not received as stated, the number specified on the Banquet Event Order will be your guarantee. The guarantee is not subject to reduction after the 72-hour deadline. Increases in attendance given after the final guarantee may be subject to a 20% surcharge over the selected menu price. The Catering Department will make every effort to service additional guests based upon availability of product and labor, however, the Catering Department will not be responsible or liable for servicing these additional guests.

The Catering Department will prepare food product for seated functions 5% over the guarantee to a maximum of 30 people. Additional seating will only be placed if needed. Pre-set salads and desserts will only be provided for the guarantee. Any overset to include the 5% overage will be charged accordingly.

## Beverage Service

We offer a complete selection of beverages to complement your function. The Tennessee Alcohol & Beverage Commission regulates alcohol and beverage service. As the licensee, we are responsible for the administration of these regulations. Alcoholic beverages may not be brought onto the premises from outside sources. In compliance with TABC regulations, we reserve the right to ask patrons for proper identification for alcoholic beverage services, and we reserve the right to refuse alcohol service to intoxicated or underage persons. Alcoholic beverages may not be removed from the premises.

## Menus

The following menus are designed as guidelines to assist you in the selection of your food and beverage services. Please note that your Catering Sales Manager welcomes the opportunity to customize menus and services to create specialty or thematic events.

## Pricing

All food and beverage charges are subject to a 21% Administrative Fee. This Administrative Fee is retained to defray administrative costs; it is not intended to be a tip, gratuity or service charge and will not be distributed to employees. A 9.25% Sales Tax will be applied to all food, non-alcoholic beverages, administrative fees, rental equipment and floral arrangements.

## 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 server per hour.

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Approved Signature

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Date

## Contracts

If you are planning to include Food & Beverage with your event, you will need to complete a Space Contract to hold your space in the facility. In addition, you will need to sign our Food and Beverage Policies along with the Space Contract. The deposit schedule on your Space Contract will reflect estimated food & beverage charges. The BEO is your menu order and must be signed and received by our Catering Department no less than two weeks prior to your event date. The Space Contract, Food and Beverage Policies and BEO signed by both parties, with its stated terms and deposit, constitute the entire agreement between the client and Catering by ASM Global.

## Payment

A deposit of 25% of the estimated food and beverage charges is due to book or hold space for a food and beverage event. A deposit of 50% is due thirty days prior to the event, and 100% of estimated charges is due, along with the signed Space Contract, Food and Beverage Policies and BEO, by the date specified in the contract to guarantee services (72 hours prior to the event) unless a direct bill account has been established. Any increases in the final guarantee (above the 5% allotted) are due and payable prior to the start of services. Any on-site adjustments, additions or replenishments of the contracted catering services will be reflected in a final invoice, payable within 10 days of receipt. 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 three business days prior to your function date.

## Facility Services

Round table seating of ten will be provided. Seating of less than ten guests will incur additional linen and server charges. Seating diagrams with numbered tables are available upon request. Banquet prices include white or black linens, glassware, china and flatware. For banquets exceeding 1000 guests, additional rental charges may apply. China service is available in the ballroom and meeting rooms. Requests for china service in the Exhibit Halls may incur rental charges.

## Cancellation Policy

Cancellation of contracted Food & Beverage services must be made in writing a minimum of four weeks prior to the scheduled function. If the event is cancelled 14 or more days prior to the event date 0% of the total estimated services will be charged. If the event is cancelled less than fourteen days but more than 72 hours (three business days) prior to the event, a fee of 75% of the total estimated services will be charged. Any event canceled less than 72 hours (three business days) prior to the event will incur 100% of the estimated charges. This policy does not amend or affect any applicable Space Contract provisions.

## Security, Electrical & Insurance

This information is provided in the Event Guide. Please refer to this guide regarding these areas as they pertain to your specific event.

## Decorations & Floral

Your Catering Sales Manager is available to assist you with fresh floral arrangements, thematic decorations and specialty linens to enhance your event. Additional charges will apply for these services.

## Additional Services

Assistance with additional services available upon request: Ice Sculptures, Entertainment, Colored Linens, Decorations & Specialty Lighting

## Mailing Address

P.O. Box 2543, Knoxville, TN 37901-2543

## Facility Address

701 Henley Street, Knoxville, TN 37902

## Phone

865-KCC-KNOX (522-5669)

## Fax

865-329-0422

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Approved Signature

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Date