

CATERING POLICIES

OUTSIDE FOOD AND BEVERAGES

OVG Hospitality maintains the exclusive right to provide all food and beverage, and concession services at the Palm Beach County Convention Center. Any exceptions must be requested and obtained by prior written approval of the Food & Beverage General Manager and/or Director of Catering Sales. Food items may not be taken off the premises; however, excess prepared food may be donated under regulated conditions to agencies feeding the underprivileged at the sole discretion of OVG Hospitality.

BEVERAGE SERVICE

OVG Hospitality offers a complete selection of beverages to compliment your function. As a licensee we are responsible for the administration of these regulations. **Alcoholic beverages may not be brought onto the premises, nor removed from, the premises from an outside source.** In compliance with alcohol serving regulations, we reserve the right to ask patrons for proper identification for alcoholic beverage service. We reserve the right to refuse alcohol service to intoxicated or underage persons.

DIETARY CONSIDERATIONS

OVG Hospitality is happy to address special dietary requests

LINENS

All banquet prices include black table linens and black napkins. Additional colors are available for both table linens and napkins and an additional fee may apply for specialty colors.

MENU SELECTIONS

Select a menu from the Catering Menu listing or have us custom design a menu for your particular needs. Menus for food functions must be finalized at least thirty (30) days prior to the event. For all lunch and dinner buffets, a twenty-five (25) person minimum is required. For those orders of less than twenty-five (25), additional labor fees will apply.

GUARANTEES

A final guarantee of attendance is required five (5) business days prior to all food and beverage events. In the event of a split entrée, the client is responsible to notify OVG Hospitality of the exact count of each item seven (7) business days prior to the event. Split menus, which are not included in a package, is to be charged at the higher entrée price. Billing will be based on either the final guarantee attendance (even if fewer guests are served) or the actual guest count served, whichever is greater. OVG Hospitality will prepare 5% of the final guarantee, up to a maximum of thirty (30) meals over the final guarantee number submitted.

CANCELLATION POLICY

In the event of a cancellation, no deposit refund shall be processed. Cancellation of food functions must be submitted in writing to your Spectra Sales Manager. Any cancellation received more than thirty (30) days of the scheduled event will result in a fee equal to 25% of the estimated food and beverage charges plus any base rental fees as outlined in the License Agreement. Any cancellation received less than thirty (30) days of the scheduled event will result in a fee of 50% of the estimated food and beverage charges plus any base rental fees as outlined in the License Agreement. Any cancellation received after the Final Guarantee has been provided will result in a fee equal to 100% of the charges on the affected Banquet Event Order(s) or signed License Agreement, whichever is greater of the two.

MANAGEMENT CHARGE

All catered events are subject to a 23% Management Charge. The entirety of this Management Charge is the sole property of the food/beverage service company or the venue owner/operator, as applicable, is used to cover that party's costs and expenses in connection with the catered event and the administration of the event (excluding employee tips, gratuities, and wages), and is not charged in lieu of a tip or gratuity. The Management Charge is not a tip or gratuity, nor is it purported to be a tip or gratuity, for any employee who provides service to guests (e.g., wait staff employee, service employee, service bartender, and the like), and no part of the Management Charge will be distributed (as a tip, gratuity, or otherwise) to any employee who provides service to guests.

LABOR

Catering personnel are scheduled in four (4) hour shifts for each meal period. These shifts include setup, service, and breakdown. Charges will apply if service time exceeds the designated time frame.

BILLING

A non-refundable deposit, as outlined in the License Agreement, is due with the return of the signed Catering Service Agreement. The final balance must be paid in full three (3) business days prior to the event or have a credit card authorization as guarantee of payment.

PAYMENT

Invoices may be paid via ACH transfer, Credit Card or Check. Payment by check must be made at least 14 days in advance of event date.

Concessions stands and bars are cash-free. Credit cards, Debit Cards, Apple Pay, Google Pay, Cash App and PBCCC issued Gift Cards are accepted.