



Policies

Heritage Catering welcomes you to the Dixie Center.

Heritage Catering, the exclusive food service provider for the *Dixie Center at St. George* is happy to welcome you and we appreciate this opportunity to serve you. Whether your event is large or small, our professional and courteous staff will go the extra mile to make your event simply unforgettable.

Food and Beverage Booking Policies

While we are happy to serve smaller groups, payment for a 25 person minimum is required. A \$75.00 small group fee will be applied to final bill.

Food and beverage service must be scheduled thirty days in advance of the event. At the time the event is scheduled, a non-refundable deposit of 50% of the total estimated charges must be submitted to the Dixie Center. The balance is due 72 hours prior to the event.

Menus must be finalized 30 days prior to the event. In the interest of efficient service and presentation, we strongly recommend that you order the same item for everyone for your event. However, if a “split” menu is required, additional service charges will apply. We are happy to provide for special dietary requests, such as vegetarian, if you are able to notify us in advance.

7.75% local taxes and 22% gratuity charge apply

If your organization is tax-exempt, please provide the tax-exempt certification at the time of scheduling the event.

Final attendance guarantee is required at the following times:

<u>Groups up to 500 attendees</u>	5 business days prior to the first event
<u>Groups up to 1,000 attendees</u>	7 business days prior to the first event
<u>Groups of 1,000 or more attendees</u>	9 business days prior to the first event

Split menu selections must be made and final numbers guaranteed at least 10 working days prior to the event. Once the final guarantee is received, the count may not be decreased. In the event your attendance is above the guaranteed amount scheduled, we will make every effort to serve everyone. You will be charged for the extra meals served at the following rates:

Up to 5% over the guaranteed amount: Regular Price

Over 5% of the guaranteed number: Subject to a 10% surcharge

Cancellation Policy:

In the event of a cancellation, we will make every effort to work with the group and try to reschedule. However, events cancelling within **48 hours** of the event are **non-refundable**.

In the event of a group cancellation occurring **0 to 28 days** prior to arrival, liquidated damages in the amount of **fifty percent** of the “**Total Contract Charges**” listed on contract will be due, plus applicable taxes and service charge. In the event of a group cancellation occurring **29-60 days** **twenty five percent**; **61-120 days** **ten percent**.

Original attendance estimates may decrease by a maximum of 15% with no obligation of fee assessment. Should the original number of attendees decrease by more than 15%, the variance in food and beverage revenue will be charged to your final bill.

Heritage Catering retains exclusive rights to provide, control and retail all food and beverage services throughout the *Dixie Center*, including concessions, novelties and sale of all beverages (alcoholic and non-alcoholic). Food and beverage of any kind may not be brought into the facility without written permission *from Heritage Catering* and the *Dixie Center at St. George*. All liability falls back on the group named on the contract. If vendors break any of the Food & Beverage policies, the group responsible for the event may be charged an additional fee up to \$175.00 per booth.

We ask that groups allow 90 minutes for all meals. If the group exceeds 2 ½ hours, they may be subject to 1.5% surcharge of the total food bill. If the group exceeds 3 ½ hours, they are subject to a 3% surcharge of the total food cost.

In order to maintain food safety and compliance with state law, all unconsumed food and beverages must remain on the Dixie Center property.

If your specialty event takes you offsite, *Heritage Catering* will be happy to go where you go, making planning of you event even easier.

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