



Show Management policy states that exhibitors on the show floor are NOT permitted to consume food, or serve food and beverages to guests, within their booths. Exhibitors are permitted to order/consume beverages strictly for personal/staff consumption.

EXHIBITOR

2021



Orlando
**Orange County
Convention Center**



Welcome to Orlando!

Welcome to Orlando, a world-renowned destination for business and family fun – where the entertainment options are matched only by the warmth and energy of an exciting community.

Centerplate is the world's leading event hospitality company and we are thrilled to be your exclusive hospitality partner at the Orange County Convention Center. Our style is collaborative and our Orlando team is delighted to work with you to ensure your experience here in this special location is smooth, successful and enjoyable. We are committed to delivering the finest food, amenities and service to impress your guests.

Much of our success comes from our attention to the important details that create truly welcoming experiences. From fresh, locally-sourced and quality ingredients to crisp, sincere and attentive service, our goal is to provide world-class hospitality for every one of our guests.

Whatever your needs, whether hosting attendee receptions, supplying convenient meals for your booth staff, or creating custom menus for unique occasions, we are dedicated to helping you achieve extraordinary results. Please give us a call to start the planning process today!

Here's to your successful event in Orlando.



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A SPECIAL MESSAGE...

Centerplate, the exclusive caterer at the Orange County Convention Center, is looking forward to welcoming show management, exhibitors and attendees with an array of new safety and sanitation procedures to ensure the safe delivery of food and beverage services. The safety of our guests, employees, and work associates remain at the forefront of all the Centerplate/Sodexo hospitality venues. Our commitment to safety and sanitation programs continues with our suppliers and vendors to be sure they are placing the same elevated focus on safety that you would expect from us.

Let us start by introducing **Harry Amadeo, our Centerplate Hospitality Ambassador**, who will lead the entire team with the implementations and compliance of CDC, along with state or local health directives. Our Hospitality Ambassador will work with the local health department, provide continued training on new standards of operations at pre-shift team meetings and interact with our clients to educate everyone on our new safety protocols.

Our culinary team, headed by Executive Chef **James Katurakes** (Chef K), is working to adapt traditional services and menus to work within the “new norm”. Emphasis will include modified buffet services, individually packaged selections, specialized packaging and new pricing to accommodate safe and appropriate food and beverage services on behalf of the OCCC attendees.

Centerplate will provide all our employees with the necessary PPE required to perform their tasks in a safe manner. Here are some of the new policies and procedures to be implemented:

- Three-ply surgical masks and gloves for all team members
- All staff will go through employee wellness screening upon arrival prior to reporting to their assigned area
- Targeted sanitation and cleaning schedules
- Point of sale barriers for guests and cashiers
- Wrapped flatware
- Only PC condiments to be provided
- Freedom Pay available at retail locations
- Additional outdoor seating options

As each Exhibitor’s order and requirements may be different and unique for the booth, please reach out to your Catering Sales Manager to answer any specific questions you may have on how items will be packaged and/or presented in your booth space, to also include wait staff as needed.

As your food service partner, Centerplate has always “made it better to be there” for our guests and employees, and as we enter the “new norm”, rest assured you can depend on Centerplate to “make it safer to be there as well!”

A close-up photograph of a basket filled with fresh fruit. In the foreground, a white plate holds several bright red strawberries with green leaves and a cluster of dark blue blueberries. In the background, a woven basket contains a kiwi, several lemons, and a large orange. The scene is brightly lit, creating a fresh and appetizing atmosphere.

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A LA CARTE

A LA CARTE

HOT BEVERAGES

All services include the appropriate condiments, cups and napkins.

Premium Coffee \$195

Three gallon units
(approximately 40 cups)

Premium Decaffeinated Coffee \$195

Three gallon units
(approximately 40 cups)

Herbal Tea \$195

Three gallon units
(approximately 40 cups)

Keurig® Starbucks® K-Cups Coffee Service

\$375 per show

Includes machine rental

96 K-Cups total, to include 24 each of the following flavors: Veranda Blend® Blonde, Pike Place® Roast Coffee, Café Verona®, and Decaf House Blend, with sweeteners, creamers, bio-degradeable cups, lids, sleeves and napkins

Power requirements: 1 each, 120volt/15amps/multistrip

Additional Starbucks® K-Cups (24 ct) \$140 per case

Minimum order of 1 case per selection.

- Veranda Blend® Blonde
- Pike Place® Roast Coffee
- Café Verona®
- Decaf House Blend

Optional: Add an Attendant

\$180

4-hour minimum



A LA CARTE

COLD BEVERAGES

All services include the appropriate condiments, cups, ice and napkins.

Iced Tea	\$126	Assorted Pepsi® Products, Including Diet	\$84
Three gallon units (approximately 38 cups)		(per case of 24)	
Southern Sweet Tea	\$126	Aquafina® Bottled Water	\$84
Three gallon units (approximately 38 cups)		(per case of 24)	
Lemonade	\$126	Perrier® Sparkling Water	\$90
Three gallon units (approximately 38 cups)		(per case of 24)	
Tropical Fruit Punch	\$126	Gatorade®	\$96
Three gallon units (approximately 38 cups)		(per case of 24)	
Assorted Individual Fruit Juices	\$102	Red Bull® Energy Drink	\$144
(per case of 24)		(per case of 24)	
		Starbucks® Frappuccino	\$144
		(per case of 24)	
		Optional: Add an Attendant	\$180
		4-hour minimum	



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BEVERAGES

A close-up photograph of a glass filled with a light-colored beverage, ice cubes, lime slices, and fresh mint leaves. The glass is set on a textured, light blue surface. In the background, another similar glass is visible, along with a bottle of beverage. The scene is garnished with more lime slices and mint leaves scattered around the glasses.

BEVERAGES

WATER SERVICES

Water Cooler Rental (per show) **\$200**

To include one, 5-gallon container
of spring water and cups

Power requirements: 12-volts/5amps/single phase

**Additional Five-Gallon
Containers of Spring Water** **\$38.50**

Cups included

Water Cooler Deposit **\$350**

Charged if not returned at the end of the show

Cubed Ice (10 lbs) **\$10**



INFORMATION



GENERAL INFORMATION

POLICIES AND PROCEDURES

Exclusivity

Centerplate maintains the exclusive right to provide all food and beverage in the Orange County Convention Center. All food and beverages, including water, must be purchased from Centerplate.

Menu Selection

Our knowledgeable Catering Sales Team is eager to assist you with your event planning, menu selection and to answer any questions or concerns. Even though our menus offer a wide variety from which to choose, your Catering Sales Manager – together with our Executive Chef – will be happy to design menus to suit your special occasion.

Contracts

In order to execute your event, a signed copy of the Banquet Contract and Banquet Event Orders (BEOs) must be returned to Centerplate prior to any services being provided. The signed contract, with its stated terms, constitutes the entire agreement between the client and Centerplate. In addition, full payment for all services must be received in advance of your first event.

Food and Beverage Pricing

A good faith estimate, of food and beverage prices, will be provided in advance of the event's start date and will be confirmed at the signing of the contract. Due to fluctuating market prices, however, we reserve the right to make product substitutions based on specific commodity price increases.

Due to the Covid-19 virus, Centerplate reserves the right to make menu substitutions and revise the style of service due to supply interruption and/or health and safety regulations caused by the current health crisis. Please discuss the styles of service for all buffet services and the additional costs with your Catering Manager.

Service Charges and Tax

A twenty percent (20%) service charge will apply to all food and beverage charges. Current state and local sales taxes apply to all food, beverage, labor charges, equipment rentals and service charges are subject to applicable tax laws and regulations.

The Service Charge is added to your bill for this catered event/ function (or comparable service). A portion of the total amount of this Service Charge is a "House" or "Administrative Charge" which is used to defray the cost of set up, break down, service and other house expenses. The balance of the total amount of this Service Charge may be distributed to the Employees providing the service. It is not purported to be a gratuity and no part of it will be distributed as gratuities to any employees providing services to the guests.

If the Customer is an entity claiming exemption from taxation in the State where the facility is located, please provide us satisfactory evidence of such exemption thirty (30) days prior to the event in order to be relieved of its obligation to pay state and local sales taxes.

Payment Policy

A deposit of fifty percent (50%) of the total contract value will be required sixty (60) days in advance of the first function. Customer agrees that one hundred percent (100%) of the projected payment for the event shall be paid at least 14 days prior to the event. A completed credit card authorization form must be provided by the customer as a guarantee of payment for any additional on-site services rendered. MasterCard, Visa and American Express are gladly accepted. Any remaining balance due must be paid within ten (10) business days upon receipt of final invoice.

All money due to Centerplate will begin to accrue one and a half percent (1.5%) interest from the date of the invoice for all sums over thirty (30) days. Additionally, any cost of collection and enforcement of the contracted services will be the responsibility of the customer.

GENERAL INFORMATION

POLICIES AND PROCEDURES continued

Guarantees

The Customer shall notify Centerplate, not less than five (5) business days (excluding holidays and weekends) prior to the event, the minimum number of guests the Customer guarantees will attend the event (the “Guaranteed Attendance”). There may be applicable charges for events with minimal attendance. If Customer fails to notify Centerplate of the guaranteed attendance within the time required, (a) Centerplate shall prepare for and provide services to guests attending the event on the basis of the estimated attendance specified in the BEOs and (b) such estimated attendance shall be deemed to be the guaranteed attendance.

Centerplate will be prepared to serve three percent (3%) above the guaranteed attendance, up to a maximum of thirty (30) meals (the overage).

- If this overage is used, the Customer will pay for each additional guest at the same price per guest/per item, plus applicable service charges and sales tax. Should additional guests attend the event in excess of the total of the guaranteed attendance plus the overage, Centerplate will make every attempt to accommodate such additional guests subject to product and staff availability. Customer will pay for such additional guests and/or a la carte items at the same price per guest or per item plus the service charge and local taxes.
- Should the guaranteed attendance increase or decrease by twenty percent (20%) or more from the original contracted number of guests, an additional charge of twenty percent (20%) per guaranteed guest may apply.

Meal functions of 2,500 and above are considered “Specialty Events” and may require customized menus. Your Catering Sales Manager and our Executive Chef will design menus that are logistically and creatively appropriate for large numbers. In rare cases, additional labor and equipment fees may be applied to successfully execute these events.

The guaranteed attendance shall not exceed the maximum capacity of the areas within the facility in which the event will be held.

Per Person Charges/Per Items

If the BEOs provided for reflect per person charges, Customer shall pay Centerplate for every person served at each event at the per person charge specified on the BEOs provided. However, if the number of persons served at the event is less than the Guaranteed Attendance, the Customer shall pay the per person charges on the basis of the Guaranteed Attendance. Centerplate reserves the right to count guests using a mutually agreed upon counting method for an event which is billed on a per person basis. Should this guest count be less than the Guaranteed Attendance, the Customer shall pay the Guaranteed Attendance.

If the BEOs provided for reflect per item charges, Customer shall pay Centerplate for every item served at each event at the per item charge specified on the BEOs provided.

Vouchers

Centerplate requires a guarantee for all hosted retail vouchers. The guarantee will be based upon eighty percent (80%) of the total number of hosted vouchers to be distributed. The vouchers will be charged at full face value regardless of the actual purchase amount. The guarantee will be detailed on a banquet event order, with the charges included, as part of the banquet contract.

The client must also agree to provide payment for any additional retail vouchers redeemed beyond the guarantee number. Centerplate must approve the design and content of the voucher in advance.

GENERAL INFORMATION

POLICIES AND PROCEDURES continued

Sustainability

Centerplate at the Orange County Convention Center is committed to conducting business in a sustainable manner, practicing good stewardship in its everyday operations.

Centerplate actively participates in all Orange County Convention Center's current sustainability programs, including waste reduction, diversion through organic recycling, energy & water conservation, local & regional procurement, and corporate social responsibility.

Centerplate sources and utilizes the finest and freshest ingredients to create first class dining experiences. Centerplate supports the Central Florida based vendors and farms to incorporate local, seasonal items whenever possible.

Centerplate partners with community based organizations to minimize the waste of leftover items that provide for Central Florida's underserved.

Centerplate offers full china service or appropriate compostable and recyclable service ware at every food and beverage event. Certain parameters shall apply for specific event locations, including additional costs if necessary.

Cancellation Policy

A charge will be assessed for cancellation of contracted services within thirty (30) days of an event. Any event cancelled within five (5) business days, prior to the event, requires payment in full for the estimated revenue based on the menu and event arrangements.

Force Majeure

If for any reasons beyond its control, including strikes, labor disputes, accidents, government regulation or authority, pandemics, acts of war, acts of terrorism, or acts of God (each a "Force Majeure Event"), it becomes illegal or impossible for either party to perform its obligations hereunder, such non-performance is excused and such party may terminate this Agreement without further liability of any nature.

If a Force Majeure event occurs within thirty (30) days of the Event date(s), Centerplate shall refund to Customer any deposit held less its actual out-of-pocket expenses for specialty products and/or equipment acquired for the Event plus any associated labor costs actually incurred (collectively "Associated Costs").

Notwithstanding the preceding paragraph, the parties expressly agree that the novel coronavirus Covid-19 pandemic, ongoing as of the date of the execution of this agreement, is not a Force Majeure Event. If it becomes illegal, impossible, or impractical for either Party to perform its obligation under this agreement due to government restrictions related to the novel coronavirus Covid-19, Centerplate shall refund any deposit to Client, less Associated Costs, if any, plus ten percent (10%) of the estimated total value of this Agreement. For the avoidance of doubt, none of the following shall be deemed a Force Majeure Event (a) financial distress or the inability of either party to make a profit or avoid a financial loss, (b) changes in market prices or conditions, and (c) a Party's financial inability to perform its obligations hereunder.

Eco-Friendly Services

A complete line of "green" products and services are available. Your assigned Catering Sales Manager will be glad to discuss "green" options available for your events.

Alcoholic Beverage Guidelines

Centerplate and Customer shall comply with all applicable local and state liquor laws. Centerplate is the sole holder of liquor licenses for the Orange County Convention Center. We retain the exclusive right and responsibility to provide and dispense any alcohol served at the facility. We reserve the right to request photo identification from any guest in attendance and to refuse services to attendees who do not have proper identification or appear to be intoxicated. Alcoholic beverages are not permitted to be removed from the facility.

Alcoholic beverages may be donated for an event, provided the donation is to a registered non-profit organization and written notice submitted to Centerplate from the distributor/donor at least thirty (30) days prior to the event. The distributor/donor must state the selections, number of cases and delivery arrangements.

GENERAL INFORMATION

POLICIES AND PROCEDURES continued

A waiver fee will be assessed and charged to the Customer based upon the size and scope of the donation. Waiver fees will be negotiated on a case-by-case basis. These fees apply to all donated product delivered and invoiced, whether used or unused. All liquor must be delivered and removed from the premises by a licensed Florida wholesaler that provides Centerplate with an invoice priced for no less than their “laid in” cost. Centerplate does not assume responsibility for spoilage, uncorked bottles not consumed, or any bottles left on the premises after the event.

Linen Service and Special Event Planning

Centerplate provides its in-house linen for all meal functions with our compliments. Additional linen fees will apply for specialty linens or linens required for meeting functions. Floral, décor and entertainment services can be arranged on your behalf. Our catering professionals will manage all aspects of your special event giving you the opportunity to address other conference and/or show requirements.

Delayed or Extended Service

On the day of your event, if the agreed upon beginning or ending service time of your meal changes by thirty (30) minutes or more, an additional labor charge may apply. Should your event require extended pre/post service or stand by time, often necessitated by high functions, an additional labor charge will apply.

Changes in Service

The dates and times of service, specified on the BEOs and the other terms and conditions of this Agreement, may be changed only by a written addendum signed by both the Customer and Centerplate. Any additional expenses, arising from changes made at the Customer’s request, will be paid by the Customer.

Meetings

Customer and Centerplate shall each designate a representative to meet as follows:

1. No later than five (5) business days before the start of the event(s) to review BEOs, guarantees, and any other necessary changes or business requirements.
2. On a daily basis during the event to review the previous day’s services, verify charges, and discuss upcoming services.
3. Within twenty-four (24) hours after the conclusion of the event, to review and discuss all services provided at the event and final charges.

Holiday Service

There will be an automatic labor fee for food and beverage service or preparatory days on the following federal holidays: New Year’s Eve and Day, Martin Luther King Jr. Day, President’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Centerplate will notify the Customer of estimated labor fees based on the information supplied by the Customer.

China Service

In all carpeted meeting rooms, china service will automatically be used for all meal services, unless our high-grade and/or compostable disposable ware is requested. All food and beverage events located in the Exhibit Halls, with the exception of plated meals, are accompanied by high-grade and/or compostable disposable ware. If china is preferred, the following fee will apply:

- Breakfast, lunch, receptions, dinners, refreshment, or coffee breaks \$2.00++ per guest, per meal period or per break

Food Storage, Delivery and Production Services

If an organization requires food preparation, heating, cold and dry storage, or other kitchen services, arrangements must be made at least four (4) weeks in advance of the start of the event. Only Centerplate staff may perform all preparations as well as cooking within the facility’s production areas. Charges for these services will be based on the requirements of the arrangements. Please contact your catering sales manager for more information.

GENERAL INFORMATION

POLICIES AND PROCEDURES continued

Supplemental Staffing Fees

Unless indicated otherwise, charges for the staffing of your function are included in our menu prices, provided the guaranteed minimum sales requirements are met. When you request additional staffing, over and above what are normally provided, the following hourly rates will apply. Please note that a four (4) hour minimum, per staff member, applies.

Banquet Staff:	\$45.00 per hour
Chef/Carver:	\$56.25 per hour
Bartender:	\$56.25 per hour

Food and Non-Alcoholic Beverage Sampling Policy

All food and non-alcoholic beverage samples, brought into the Orange County Convention Center, must have written approval from Centerplate prior to the event and adhere to the following guidelines:

- A company/organization may only distribute samples of food and non-alcoholic beverage products, that the company/organization produces or sells in its normal day-to-day operations. Samples may only be distributed in such quantities that are reasonable with regard to the purpose of promoting the merchandise.
- Food samples are limited to three (3) ounce portions.
- Beverage samples are limited to four (4) ounce portions.
- A written description, that details the product and portion size to be sampled, must be submitted in advance to Centerplate. Approval of sampling arrangements to the sampling company/organization will be provided in writing only.

Liability

The sampling company/organization will be fully responsible for any and all liabilities that may result from the consumption of their products and shall waive any and all liability against Centerplate and Orange County Convention Center.

Retail/Concession Service

Appropriate operation of concession outlets will occur during all show hours, starting one half-hour before doors open to the event. Centerplate reserves the right to determine which carts/outlets are open for business and hours of operation pending the flow of business. Should additional food stands be requested, a minimum sales guarantee and related charge may apply.

Alcohol Sampling Policy

- A company/organization may only distribute samples of alcoholic beverage products that the company/organization produces or sells in its normal day-to-day operations
- All alcoholic beverage samples must have a Sampling Approval and Liability Waiver completed and submitted to Centerplate for approval 21 days or more in advance of the event. Approval will be communicated in writing.
- Sample Sizes are limited as follows:
 - Maximum of 1 ounce of spirits
 - Maximum of 2 ounces of wine
 - Maximum of 3 ounces of beer
- Centerplate professional bartenders are required. A fee of \$225 plus tax per bartender for a time period of up to 4 hours is applied. A fee of \$56.25 plus tax is applied for each continuous hour beyond 4 hours.

Failure to comply with any portion of these requirements may result in the immediate termination of sampling activity by the offending party for the remaining duration of the show.



MAKING IT BETTER TO BE THERE®

As a leader in event hospitality, Centerplate is committed to welcoming guests to moments that matter at more than 300 premier sports, entertainment, and convention venues worldwide. From Super Bowl LIV, to the U.S. Presidential Inaugural Ball, to the winning of the Triple Crown, we are committed to making the time people spend together more enjoyable through the power of authentic hospitality, remarkably delivered. Thank you for giving us the opportunity to be a part of your next favorite story.

