

DEAR CUSTOMER: These Caterers Guidelines are provided to you so that you are aware of the guidelines that the Caterer you have selected must follow while working in the Waco Convention Center. The Caterer you have selected must be on the Approved Caterers List for the WCC and must agree to abide by these guidelines while working in the WCC. If the Caterer you have selected is not on the Approved Caterers List, please contact the WCC immediately so that we may sign them up.

Waco Convention Center Caterers Guidelines

All Caterers wanting to cater in the Waco Convention Center (WCC) must be listed on an Approved Caterers List. This is considered a service offering of the WCC and is greatly valued by our customers. The Approved Caterers List is promoted on our website at, <http://www.wacocvb.com/ccater.html>, is provided in hard copy to customers who come into our offices and is included as a part of the regular sales and service process by all of our Sales Managers.

The following guidelines apply to all Caterers who are on the Approved Caterers List. All Caterers must agree to follow these guidelines and acknowledge such by signing and returning a signed copy to the WCC Office.

Regulatory Requirements:

1. The City of Waco requires that each Caterer receive a copy of these Guidelines and sign the Agreement as acknowledgement of compliance.
 - The Caterer's 15% Fee to the WCC provides for the following:
 - Allows the Caterer to provide catering services in the Waco Convention Center.
 - Covers the cost of the Caterer's serving and prep tables and prep areas for functions.
 - Covers the use of the prep kitchens in the Brazos Room, Texas Room, DeCordova Room, and prep areas in other parts of the building. (Does not include the Main Kitchen.)
 - Covers the reasonable costs of trash removable and after-event cleaning by WCC (see below).
 - Allows the WCC to offset the cost of providing services to customers and assists in improving the WCC food service facilities.
2. The City of Waco requires that the WCC have a copy of the Caterers' insurance certificate, showing at least \$500,000 liability coverage and naming the City of Waco as additional insured.
3. The Waco-McLennan County Health District requires that the WCC have a copy of the Caterers' current health permit.
4. The City of Waco requires that each Caterer utilizing the WCC will pay a 15% commission/fee.
 - The 15% fee is to be based on the total amount the Caterer charges to the Customer.
 - Caterers usually pass this 15% fee on to their Customer.

WCC Caterers Guidelines, page 2 of 4

Caterers:

1. Caterers are expected to reasonably clean the utilized catering prep areas after events. This includes sweeping, mopping, breaking down cardboard boxes and placing trash into trashcans.
 - Trashcans should not be overfilled – overfilling makes them difficult to lift and empty.
 - Liquids (tea, coffee, water, etc.) should not be poured into trashcans – liquids have too much weight and make it difficult to lift and empty trashcans.
 - All trash and food must be removed from tabletops before table covers are removed.
 - Caterers are expected to dispose of all ice sculptures after events. Water from sculptures must be cleaned up and removed by Caterer – leaving on floors can cause floor damage.
2. WCC Staff will remove trash and put in dumpsters after event.
3. Caterers may utilize the commercial dishwasher at the WCC and must provide their own cleaning detergent. If Caterers do not have the appropriate cleaning detergent, the WCC will provide and charge back to Caterer.
4. If Caterers do not undertake reasonable cleanup measures a minimum clean-up fee of \$200 will be charged to the Caterer. Catering privileges may be suspended if non-compliance occurs repeatedly.
 - Examples of unreasonable mess left by Caterers and which will result in extra charges, include, but are not limited to – food left on tables, food left in floor drains, grease poured in drains, sinks or on floor, etc.

Caterers Set-up Times and Load-In/Load-Out:

1. Caterers should notify the WCC Main Office or Catering Office during regular business hours (8:00 a.m. – 5:00 p.m., Monday - Friday) of catering events in the WCC.
2. Caterers should provide the date, name of event and the catering guarantee number.
3. Caterers should provide the expected time they will need to gain entry into the WCC. The WCC is equipped with loading docks and/or loading/unloading areas at every room except the Ranger Room. These loading areas should be the primary access into and out of the rooms.

SPECIAL NOTE #1: Caterers should be aware of the Customers' contracted date and time for utilization of the WCC. Early opening (before 7:30 a.m.) of the WCC is a \$100 per hour charge to the Customer and must be approved by the Customer.

SPECIAL NOTE #2: Caterers should also be aware of the Start Date under contract by Customer because Caterers' requests to set up prior to contracted start date will incur additional charges for Customer – which must be approved by the Customer, and will depend on room availability.

SPECIAL NOTE #3: Caterers' requests for pipe & drape and table skirting will be billed to the Customer – and must be approved by the Customer before the equipment will be provided. Pipe and drape \$5.00 per ft. for 8ft. tall P&D, \$8.00 per ft. for 14 ft. tall P&D.

SPECIAL NOTE #4: If cloth top and skirt is required for serving areas, including Head Tables, Caterer should either provide cloth tops and skirts or make arrangements with WCC and Customer, because these tops and skirts will incur additional charges to the Customer that must be approved before set up. Cloth skirted Head tables \$25.00 per table.

Waco Convention Center:

1. Prep kitchens and areas will be made available and accessible to Caterers. WCC will do everything possible to accommodate the Caterers' needs while working with the Customer set-up requirements.
2. Rectangle tables with plastic tops will be provided for prep and serving areas.
3. Some catering equipment can be provided, as available, from WCC Catering. Because the WCC In-House Catering Department is actively providing services to customers, some equipment may not be available for use or rent all the time. Please contact the WCC Catering Office to detail needs for each event.
4. Some equipment is only available for rent by Caterers - mainly due to replacement costs:
 - ♦ Coffee Pitcher \$2.00 each/day
 - ♦ Cambros \$10.00 each
 - ♦ Ice Cart \$35.00 each/day
 - ♦ Ice \$8.00/bag
 - ♦ Ice Scoops (small) \$2.00 each
 - ♦ Steam-table Pans \$5.00 each
 - ♦ Portable Bars \$15.00 each

Payment of Catering Fees:

1. Remittance of the 15% fee is on the honor system. Compliance is appreciated.
2. The WCC will send Reminders to Caterers of past-due fee payments, with the date, name of event and catering guarantee number, if available.
3. If a Caterer does not remit the 15% catering fee from a catered event within 15 days after the event, the Caterer's name will be removed from the Approved Caterers List.
4. This action is necessary to be fair to those Caterers who regularly pay their fees immediately after their events, and to prevent Caterers from waiting until just before their next event to pay these fees.
5. If a Caterer is removed from the Approved Caterers List, that Caterer will not be allowed to cater in the WCC until all past due fees are paid.
6. If more than 30 days lapses before the outstanding fees are paid, a \$100 reinstatement fee may be assessed.
7. After payment is received, the Caterer will be listed again on the Approved Caterers List.

ACKNOWLEDGEMENT:

I have read these Caterers Guidelines for the Waco Convention Center and agree to comply with them to the best of my ability.

Signature of Caterer

Name of Catering Business

Printed Name of Signer

DATE

**TO BE SIGNED BY CATERER AND KEPT ON FILE IN THE WACO
CONVENTION CENTER OFFICE.**