

SAVOR...

San Francisco

GENERAL INFORMATION

All food and beverage items must be supplied and prepared by Savor...

No food, beverage, or alcohol will be permitted to be brought into or removed from a San Francisco Convention Facility ("SFCF") by the client or any of the client's guests or invitees without written approval. Requests must be received by Savor... no less than four (4) weeks prior to the first day of the event. Savor... reserves the right to assess a charge for such exclusions to exclusivity.

MENU SELECTION AND PRICING

Our menus have been designed with your needs and ultimate satisfaction in mind. Our Catering Sales Staff and Executive Chef will ensure that any selection is prepared and served with the highest level of quality available.

To assure availability of menu items, please provide your Catering Sales Manager with your food and beverage selections four (4) weeks prior to your scheduled event. We will make every effort to accommodate those with special religious or dietary requirements. Due to the seasonal supply fluctuation of food and beverage products, menu prices will be guaranteed ninety (90) days prior to your event.

Beverage Consumption - Canned or bottled beverages may be purchased on a consumption basis with a "24-pack" (24 beverages) minimum order. Quantities of less than 24 are not subject to return. More than 24 unopened and returnable cans and bottles may be returned, but are subject to a 25% restocking fee.

GUARANTEES

In order to ensure the success of your function and the satisfaction of your guests, food and beverage quantity guarantees must be received by your Catering Sales Manager no later than three business days (Monday - Friday) prior to your event. You may be required to guarantee earlier than three days based on the size of your group or if special products are required that are not on our printed menus. Your guarantee requirements will be outlined in your contract. This number will constitute your final guarantee and will not be subject to reduction. If this final guarantee is less than 75% of your originally contracted estimate (see "Billing and Cancellations") we reserve the right to charge for damages.

Savor... will prepare to serve 3% over your final guarantee (for seated meal functions only) up to a maximum of 100 guests. You will be charged for the greater of the actual number of guests served or the final guarantee amount. Increases made within the 72-hour deadline are subject to approval by Savor... and maybe subject to an additional charge. We reserve the right to make reasonable substitutions as necessary.

EMPLOYEES, SERVICE AND LABOR CHARGES, SALES TAX

Catering personnel are covered by Union Local 2's collective bargaining agreement. Catering employees will deliver food and beverage, service, and clean related areas. Catering personnel are not permitted to perform any general cleaning duties (non-food service related) or act as badge checkers, ticket takers, or security personnel.

All food and beverage charges are subject to a 22% service charge and state sales tax (currently 9.5%). The 22% service charge is also taxable under SBOE Regulation # 1603. Sales tax-exempt organizations are required to provide a copy of their California Franchise Tax Board Certificate of Exemption one week prior to the event.

A labor charge of \$7.00 plus tax per guest will apply for any meal function with guest counts below the listed minimums (see menus). Labor provided for seated breakfast and lunch functions is three hours, with four hours provided for seated dinner functions. The labor shifts include setup, service, and cleaning time – any additional labor required outside of the standard shift length is subject to overtime charges at \$50.00 plus tax, per server, per hour. For special events, please call for rates.

BILLING, PAYMENTS, AND CANCELLATIONS

Full payment of your total estimated charges and signed contract are due in our office four (4) weeks prior to your first scheduled food function, depending on the size of your show. Should you decide to cancel any or all of your functions less than two weeks prior to your event you will be subject to a cancellation fee. The cancellation fee is outlined in your contract based on the date of cancellation.

Event pre-payments and balances with charges less than \$10,000 may be paid by credit card and/or company check; please contact your Catering Sales Representative for a Savor... Credit Card Charge Authorization Form. Events with charges greater than \$10,000 must be pre-paid by company check. Balances greater than \$10,000 will be billed net 30 days. Any invoice which remains unpaid after 30 days will automatically be billed to your credit card.

ALCOHOLIC BEVERAGES

All alcoholic beverage sales and consumption are regulated by the California Alcoholic Beverage Control. Savor... is responsible for the administration of these regulations. Savor... requires that all alcoholic beverages be dispensed by only Savor... employees or agents. It is acknowledged that State law prohibits the sampling and distribution of all hard alcoholic beverages.

MISCELLANEOUS

China Service: Biodegradable service is standard for functions except seated breakfast, lunch and dinner service in meeting rooms and ballrooms – with guest counts under 3,000. China service is available at a \$3.50/per guest additional charge for morning and afternoon refreshment breaks and \$5.00/per guest additional charge for all other functions including seated functions over 3,000 guests.

Room Assignments are assigned by show management. It is the client's responsibility to arrange appropriate function space.

Seating: Banquet seating will be at round tables of ten (10) guests unless otherwise specified. Special seating diagrams and numbered tables are available upon request.

Décor: Arrangements for floral centerpieces and props may be made through Savor... All décor must meet with the approval of the San Francisco Fire Department.

Leftover food will be donated to local charities as appropriate.

House linen is supplied for all food and beverage functions, and buffet tables. Linen for meetings and non-food and beverage areas is available at \$5.00++ per round or classroom table. Please contact your Catering Sales Representative for additional specialty linen selections and pricing.

LIABILITY

The applicant agrees to indemnify, hold harmless and defend the City & County of San Francisco, SMG, FMIC, the Moscone Center Joint Venture, the San Francisco Redevelopment Agency, the Trustees of the Moscone Center Project, and the directors, members, officers, agents, employees, affiliates, subsidiaries of each of the above ("Indemnities") from and against any and all liabilities, damages, actions, costs, losses, claims, and expenses (including attorney's fees) on account of personal injury, death or damage to or loss of property or profits arising out of or resulting, in whole, or in part, from any act, omission, negligence, fault or violation of law or ordinance of the applicant or its employees, agents, subcontractors, Exhibitors, or invitees or any other person entering the facilities with the implied or express permission of the applicant.

SAMPLING & DONATED PRODUCTS, TRAFFIC PROMOTERS

Savor... retains the exclusive right to provide, control and retain all food and beverage services throughout the facility for the events. Concessions, the sale of alcoholic or non-alcoholic beverages, and the provision of snacks, treats or candies are included under this provision. A company/organization may not bring any food, beverages, or alcoholic beverages for use in the hospitality lounge, staff offices, or backstage areas.

FOOD & NON-ALCOHOLIC BEVERAGE SAMPLING

All food and beverages samples or traffic promoters brought into the SFCF must have approval from Savor... in writing prior to the event and adhere to the following guidelines:

- A company/organization may only distribute samples of food and 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 “bite size” portions (1 oz. or less).
 - Samples of non-alcoholic beverages are limited to a maximum of 2 oz. containers.
- A written description (detailing the product and portion size to be sampled) must be submitted in advance to Savor... Approval of sampling arrangements to the sampling company/organization will be provided in writing only. Please contact your Catering Sales Representative for appropriate sampling form.
- Show management and/or exhibitors must be responsible for securing a City of San Francisco Health Permit, (415) 554-2500, in order to distribute food and/or beverages.

ALL THE AFOREMENTIONED POLICIES WILL BE STRICTLY ADMINISTERED. ANY VIOLATION OF THESE WILL RESULT IN THE REMOVAL OF PRODUCT FROM THE SHOW FLOOR.

FOOD STORAGE, DELIVERY & PRODUCTION SERVICES

If an organization requires food preparation, heating, cold or dry storage, or other kitchen services, arrangements must be made no later than three weeks in advance of the start of the event. Only Savor... staff may perform all preparation 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 Representative for more information.

- Standard fees for storage, handling, delivery, etc. may be charged where applicable.
- Non-beverage & food vendors, refrigerated, freezer and dry storage are available for \$10.00 plus tax per cubic foot, per day.
- Use of cooking/heating equipment must have prior approval from the building Fire Marshal, (415) 974-4007.
- Any special instructions for the handling of refrigerated products must be provided at the time of order.
- Delivery of any foods and any beverages to the facility must be coordinated with your Catering Sales Representative. Savor... will not assume responsibility for incorrectly delivered products, damaged products at delivery, or inferior products.
- Ice may also be ordered in advance for delivery to your booth during the show for \$20.00++ per twenty-pound bag.