

Central Bank Center

To help facilitate your event planning, our policies and procedures are provided below.

THE LEVY DIFFERENCE: We believe that every occasion should be extraordinary. It's all about the food, and the thousands of details that surround it. Your dedicated Catering Sales Manager will partner with you to shape an experience that stands out. Together, we look forward to delivering The Levy Difference.

EXCLUSIVITY

Levy is proud to be the exclusive provider for all food and beverage services at the Central Bank Center. As "a family of passionate restaurateurs" we seek to exceed your guests' expectations by delighting them with delicious food, creatively presented by friendly, helpful staff in a fun-filled atmosphere.

We also strive to exceed your expectations by making the event planning process simple, easy and worry free. Because we live the food service business every day, we are able to advise you on the most popular menu items and the most effective methods to ensure your guests fondly remember your event long after they have departed. To follow are some general guidelines to get you started on your event planning process.

OUTSIDE FOOD AND BEVERAGE

All food and beverage items on-site must be purchased through Levy. No food and/or beverage of any kind may be brought into or removed from the location by either the client or the client's guests without prior written approval.

CONTRACTS AND CATERING AGREEMENT

A contracted Banquet Event Order outlining all catering services will be provided along with a Catering Agreement. The signed contracts state terms, addenda, and specific function sheets constitute the entire agreement between the client and Levy Convention Centers. Secondary agents, acting on behalf of the primary client receiving services, may sign the contract on their behalf only with full payment in advance and a signed credit card authorization on file for additional charges. Any changes, revisions, additions or deletions to the banquet contract and banquet event orders shall be in writing and signed by both parties.

CANCELLATIONS

Any event canceled within thirty (30) days prior to the event will incur 100% of the estimated charges. Please note, for specialty menus or items, a longer window of cancellation may be necessary.

PRICING

Prices quoted are in US Dollars and are subject to a twenty-three (23%) percent service charge and applicable state sales tax. The service charge is not a gratuity and is not passed to service staff. Prices are subject to change without notice; however, guaranteed prices will be confirmed sixty (60) days prior to the event.

Levy Convention Centers reserves the right to substitute menu items due to market availability and will always make every effort to inform our clients of these substitutions.

PAYMENT

We will not commence service without the receipt of a NON-REFUNDABLE DEPOSIT in the amount of seventy-five percent (75%) of the estimated event price at least sixty (60) days prior to the event and remaining twenty-five percent (25%) of the estimated event price at least fourteen (14) days prior to the event.

Outstanding event price balances shall be paid within thirty (30) days of the event provided billing privileges have been previously approved.

Client understands that we will suffer substantial harm if the client cancels the event. Accordingly, the deposit will be in all cases NON-REFUNDABLE and deemed to be liquidated damages to compensate for the loss due to client's cancellation.

GUARANTEES

A guaranteed number of attendees/ quantities of food are required seven (7) business days prior to the event date. This guarantee must be submitted by noon (EST). If the guarantee is not received, Levy Convention Centers reserves the right to charge for the number of persons/quantities specified on the contracted banquet event order. Cancellations and reductions of guarantee are subject to full charges. Attendance higher than the guarantee will be charged the actual event attendance. Should attendance exceed the number specified in the final guarantee, Levy Convention Centers will neither be responsible nor liable for serving these additional numbers but will do so on a first come, first serve basis. Client agrees that there will be no reduction in the Event Price if fewer than the guaranteed attend the event.

MENU SELECTIONS AND STANDARDS

Menu selections and other details pertinent to your function(s) must be submitted to the Catering and Sales Department at least thirty (30) days prior to the function date. Your Catering Sales Manager will assist you with menu selections from our core menu or work directly with the Executive Chef to design menus to suit your special occasion.

Menu enhancements and stations must be ordered for a minimum of 80% of the guaranteed event guest count. A maximum of 3 entrée options, including vegetarian selection will be permitted for all plated menus. For plated meals with more than one entrée selection, the price for the meal will be determined by the highest priced entrée.

A per entrée guarantee must be given 72 hours in advance. Client is required to denote entrée selections and special meal requests with place cards. The kitchen will prepare a maximum of 3% over guarantee.

Events requiring pre-set food - the guaranteed number will be equal to the set number.

Changes made to menu selections less than ten (10) days prior to the event are subject to approval by Levy Convention Centers.

Any special meals requested the day of an event where a guest has not pre-ordered, will be subject to the menu price as well as an additional 25% day of order fee.

SERVICE STAFF

Guest-Server ratio is 1 server per 20 guests for plated-meal functions, and 1 server per 50 guests for chef's table functions. This is a service at rounds of eight to ten guests.

Rounds of less than eight guests or a request for additional staffing is subject to labor fees. Each additional staff is charged at a four-hour minimum of \$160 per four-hour shift with each additional hour of \$40 per hour.

BAR SERVICE

Levy Convention Centers is the exclusive provider for alcohol service at Central Bank Center, Rupp Arena, and the Lexington Opera House. For all events with alcohol service, a Certified Levy Bartender is required. A Bartender is \$160 minimum for 4 hours, each additional hour is \$40/hr.

Alcohol cannot be brought into or removed from the convention center.

CHINA SERVICE

Eco-friendly, biodegradable disposable ware is a Levy Convention Center standard for all food and beverage events (with the exception of plated meals). If China is preferred, the fee is \$4.00 per person, per meal period.

Refreshment or Coffee Breaks are \$2.00 per person, per break.

For plated dinners over 750 guests or plated lunches, coffee cups will not be pre-set unless requested. Table tents noting, "Coffee is available upon request" will be placed on each table.

EVENT TIMELINE

Prices are based on two-hour breakfast service, lunch service and dinner service. Additional service time may be subject to additional fees. Event start or end times deviating more than thirty minutes from contracted times may be charged additional labor fees. In order to provide the freshest food, we must limit chef table service to two hours.

SPECIALTY EQUIPMENT

Specialty equipment such as Popcorn Machines, Mini Fridges or Keurig Coffee Makers are available for a fee. We also have the privilege to work with independent contractors that may enhance your event or booth. Please contact your Catering Sales Manager for options and availabilities.

LINEN

Levy provides house linen for most food and beverage functions. Your Catering Sales Manager will be happy to arrange for upgraded linen in an array of colors and styles for your event for an additional charge.

If client opts to rent linens and napkins through and outside source, any returns and charges associated with the rental are the sole responsibility of the client. The client will also be responsible for receiving and returning linens unless approved in writing prior to the event.