



CATERING SERVICES AND POLICIES

Spectra maintain the exclusive right to provide all food and beverage and concession services at the Enercare Centre. Any exceptions must be requested and obtained by prior written approval.

Beverage Service

Spectra offers a complete selection of beverages to compliment your function. The Alcohol and Gaming Commission of Ontario regulate alcohol and beverage services. As a licensee we are responsible for the administration of these regulations. Alcoholic beverages may not be brought onto the premises.

Labour

Catering personnel are scheduled for a minimum of four hours or a maximum of eight hour shifts. These shifts include setup, service and breakdown. Events requiring additional time or demand more than usual labour will be charged a labour fee; the amount to be determined upon consultation.

Dietary Considerations

Spectra is happy to address special dietary requests for individual guests. Spectra will automatically prepare 1% vegetarian dinners for plated served dinners. Any other dietary needs need to be arranged prior to the event. Any special requirements that are made day of the event will receive an additional charge to the master account.

Banquet Event Orders

Banquet Event Orders will be issued for all food and beverage functions. The purpose is to list the agreed-upon services and prices between the client and Spectra. Please note that services will not be performed without a returned signed Banquet Event Order.

Linens

Spectra will provide our standard black table linens for all buffets, plated functions and receptions. The number of linen included is dependent on the guaranteed amount of guests. Additional linen for extra tables may be an extra charge. Additional colours are available for both table linens and napkins for an extra charge. Additional charges may be applied for all linen requirements for food cart and exhibition floor setups.

Management Charge and Taxes

A 18% Management Charge and 13% HST Tax will be applied to all food and beverage purchased. The Management Charge is the sole property of the food/beverage service company or the venue owner, as applicable, is used to cover such party's costs and expenses in connection with the catered event (other than employee tips, gratuities, and wages), and is not charged in lieu of a tip. The Management Charge is not a tip, gratuity, or service charge, nor is it purported to be a tip, gratuity, or service charge, for any wait staff employee, service employee, service bartender, or other employee, and no part of the Management Charge will be distributed (as a tip, gratuity, or otherwise) to any employee who provides service to guests.



Menu Selections

Choose from our catering menu or have us custom design a menu for your particular needs. Menus for food functions must be finalized at least thirty (30) days prior to the event.

Guarantees

A final guarantee of attendance is required three (3) business days prior to all food and beverage events. Billing will be based on your final guarantee unless the actual number of guests in attendance is greater. The final guarantee can be increased after your event guarantee date and will incur a 5% surcharge and Spectra cannot guarantee that we will have that food items to accommodate the increase. Set menus are to be selected and detailed no less than two (2) weeks prior to the event date.

Billing

The full estimated food and beverage payment is due one (1) week prior to the event date along with the return of the signed Banquet Event Orders. Any additional amounts, adjusted prior to the event date, are to be paid in full three (3) business days prior to the event. If there are any questions regarding your final invoice you have three (3) business days from the date of the invoice submitted to rectify any disputes.

Cancellation

Cancellation of food function must be sent in writing to your Spectra Sales representative. Any cancellations received more than thirty (30) days of the scheduled event date will result in a fee equal to 25% of the estimated food and beverage charges, plus any base rental fees as outlined in the contract. Any cancellation received less than thirty (30) days of the scheduled event will result in a fee of 50% of the estimated food and beverage charges plus any base rental fees as outlined in the contract. Any cancellation received after the Final Guarantee has been provided will result in a fee equal to 100% of the charges on the affected Banquet Event Order(s) or signed agreement, whichever is greater of the two.

Voucher Reconciliation & Host Bars

As these are based on consumption they must be reconciled the following day. This means that an invoice will be produced for an 'estimated usage' and a 'deposit payment' acquired' one (1) week prior to the first day of usage. Reconciliation is processed a day or two following the event and full payment processed.

Pertinent Exhibitor Information

All food and beverages served within the exhibit halls must be ordered through Spectra, the exclusive caterer at the Direct Energy Centre. No food or beverage will be permitted to be brought into the convention center without prior written authorization by Spectra management. **If you import products without written authorization, you will be asked to remove them from the show floor.** This includes traffic promoters such as bottled water, popcorn, candy, etc. Alcoholic beverages may **not** be brought onto the premises.

If an exhibitor needs tables for food service, arrangements should be made with the official show decorator. Scheduled booth services canceled at the time the show is in process will incur 100% of the estimated charges.

Cost of Operations

There must be guaranteed minimum sales to be able to include the following:

- Bar Service – pro-rated versus actual sales of \$500 per day
- Coat Check Services – pro-rated versus actual sales of \$500 per day
- Mobile Food Carts – pro-rated versus actual sales of \$1000 per day
- Fixed Concessions – pro-rated versus actual sales of \$1500 per day



If minimum requirements are not met the result will be a charge of the minimum sales amount or the difference between actual sales and the pro-rated amount. Any cancellation received less than 10 days of the scheduled event will result in a fee of 50% to the expected minimum sales of these services, plus any base rental and deposit fees.

Food Court Services

The following are items available during any trade or consumer shows. These charges do not include anything other than the items themselves for use during the event.

Dining Chair	each	\$2.00
Bar Stool	each	\$2.00
72" Round Table	each	\$10.00
4 Top Table	each	\$10.00
Cruiser Table	each	\$10.00
Linens (white only)	each	\$18.00
Food Court Partition	6' section	\$8.00

Orders must be placed no later than 72 hours in advance of the show date. Any order cancellation received less than 24 hours of the scheduled event will result in a cancellation fee of 50% of the estimated cost of the items ordered. Any damages to the items mentioned above will result in an additional charge for the cost of fixing the damaged item. All applicable taxes will apply to the above rates.

Sampling and Food Operation Requirements

Energare Centre reserves the right to control the sale and/or sampling of food or beverages, including confectionaries. For more details on the requirements see the Food Sales and Sampling Form.

If food and/or beverage products are sold for immediate consumption within the Energare Centre, the exhibitor in question will be asked to stop selling these products. Should the practice continue, the exhibitor **MUST** comply with Direct Energy Centre Sub Contractor's Agreement.

1. Any exhibitor wishing to give sample food or beverage at the Energare Centre must complete the Food Sales and Sampling Agreement Form by the date specified on the application.
2. Only those exhibitors who have written approval of Spectra will be allowed to participate in the sampling program.
3. All exhibitors participating in the sampling program must provide the standard liability insurance as per the Certificate of Insurance in the Exhibitor Package. Exhibitors who fail to provide the proper Certificate of Insurance will **NOT** be allowed to give out samples.
4. All exhibitors participating in the sampling program must adhere to the Board of Governors' of Exhibition Place temporary food establishment and operational requirements.
5. All exhibitors who are giving our samples must adhere to the City of Toronto Department of Public Health Recommendations for Food Operators. Failure to comply will result in the sampling program ceasing until compliance with these regulations.
6. Exhibitors wishing to give out samples of beer, wine or other alcoholic beverages must comply with the Alcohol and Gaming Commission of Ontario regulations. In addition, these operators must provide Spectra with an appropriate license for this type of sampling, a written security plan including deployment of security staff, fencing etc. In addition, any exhibitors sampling the above items must remit to Spectra a negotiated buy-out fee.
7. Cooking Demonstrations – Operation of gas cooking appliances, barbeques, or deep fat fryers is not allowed for cooking demonstrations. Cooking areas must have one dry chemical fire extinguisher bearing the Underwriter's Laboratories of Canada designation 10-BC provided by the Show Manager of the exhibitor.

For more information on any of the above services & policies please contact:

Michael Scarpino, General Manager

416-263-3138

Michael_Scarpino@comcastspectacor.com

