

# Waco Convention Center

## Catering Guidelines and Agreement



All Caterers who would like to offer Catering Services to the customers of the Waco Convention Center (WCC) must meet several requirements as shown below, and must sign this Agreement prior to being added to the Approved Caterers List. Only Approved Caterers will be permitted to operate in the Waco Convention Center. Additionally, all caterers must agree to adhere to the guidelines for safety and cleanliness outlined in this Agreement.

Please note that paperwork must be renewed annually. A reminder will be sent out in September to renew your paperwork and contract prior to October 1 each year. If you do not receive the reminder, please contact our business office at 254-750-5810.

### ***Catering Requirements:***

1. Copy of valid Waco-McLennan County Health Permit, which is required by the Waco-McLennan County Public Health District.
2. Copy of valid insurance certificate, showing at least \$1,000,000 in liability coverage, and naming the City of Waco as additional insured. (Required by City of Waco)
3. Each caterer will pay a 25% fee based on the total amount charged to the customer.
4. Each caterer will be required to submit a copy of the final invoice that was presented to the customer, along with the 25% fee, within 10 days after each catered event. Invoice should specify customer name, name of event, event date, specific event location, cost per person, guarantee, actual charges, service charges/fees, and clearly show the invoice total.
5. The City of Waco requires that each Caterer receive a copy of these Guidelines and sign the Agreement as acknowledgement of compliance.
6. All Caterers must comply with guidance of the State of Texas, including the Texas Department of State Health Services, and Centers for Disease Control and Prevention regarding COVID-19, including face coverings, social distancing, hand washing, etc. Also, Caterers must comply with health and safety requirements of the Waco Convention Center.

### ***The 25% catering fee includes the following:***

- Allows the Caterer to be on the Approved Caterers List, which permits them to provide catering services in the Waco Convention Center.
- Covers the cost of the Caterer's serving and prep tables and prep areas. The Caterer is responsible for covering the serving and prep tables with linens, if desired.
- Covers the rental of a servery area in the Facility.
- Covers the costs of reasonable trash removal and after-event cleaning by Convention Center staff, and cost of dumpster

### ***Catering Expectations Post-Event:***

- Caterers are expected to clean all areas they used for the event, including the servery area. This includes sweeping, mopping, breaking down cardboard boxes, and placing trash into trashcans.
- Trashcans should not be overfilled.
- Brooms, dustpans, and mops are available and must be returned if needed.

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- Liquids (tea, coffee, water, etc.) should not be poured into trashcans, with the exception of grease that is properly contained. Please dispose of liquids in the server sink.
- All catering areas used must be cleaned and sanitized before leaving.
- All trash and food must be removed from tabletops before WCC staff removes table covers.
- Trash bags must be removed from trashcans after event and tied so they are ready for staff to dispose of.
- Caterers are expected to dispose of all ice sculptures after events, and to mop up any water on the floor.
- Convention Center Staff will remove trash from the room and place in dumpsters after event.

If these expectations are not met, a cleaning fee of \$200 will be charged to the Caterer. Any equipment or facility damage caused by the caterer will be charged to the caterer. Catering privileges may be suspended if non-compliance occurs.

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

Caterers should notify the Waco Convention Center Main Office or the Sales Representative on the account during regular business hours (8:00 a.m. - 5:00 p.m., Monday - Friday) of confirmed catering events in the WCC. (Main Office - 254-750-5810)

Caterers should request access to the commercial dishwasher in the main kitchen a minimum of 5 business days before the event. If access is granted, an inspection must take place prior to and after the event by both WCC staff and the caterer. (Call the Operations Manager at 254-640-2565)

Caterers should confirm the date, name of event, catering selections, & the guarantee number. Caterers should be aware of the Customers' contracted date, as well as the start date and time for utilization of the WCC.

The WCC Opens at 7:00am daily. If access to the facility is needed prior to 7:00am, the fee is \$100 per hour to cover labor charges.

If caterer requires additional pipe/drape and/or table skirting, the equipment fees will be included in the bill to the Customer. The caterer must show proof of Customer approval before the equipment will be provided. Pipe/drape is \$5.00 per foot for the 8' tall, or \$8.00 per foot for the 14' tall.

The WCC has loading docks and/or loading area access for every room except the Ranger Room. Caterers using the Ranger Room will be allowed access to use the service corridor from the University Parks Drive service entry. These loading areas should be the primary access points into and out of the rooms. Contact the Convention Center Operations Manager for specifics. (254-750-5810)

Servery areas will be made available and accessible to Caterers. This does not include the two main kitchens. WCC will make reasonable accommodations to meet Caterers' access needs while working with the Customer's setup requirements.

Rectangle tables, without linens, will be provided for prep and serving areas. These tables are 8' long.

WCC allows for rental of Catering Equipment on a case-by-case basis. Please note that some equipment may not be available. Please contact the WCC Catering Office to discuss your needs for each event.

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## ***Payment of Catering Fees:***

1. The WCC will send Reminders to caterers of past due fee payments, with the date, name of event and catering guarantee number, if available.
2. Fees should be remitted within 10 days of the event. If a Caterer does not remit the 25% catering fee from a catered event within thirty (30) days after the event, the Caterer's name will be removed from the Approved Caterers List. This payment is due within thirty days, regardless of any payment still owed the caterer by the client. If not paid within this timeframe, caterer will be in violation of the written agreement and will not be allowed back as a caterer until the situation is rectified.
3. 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.
4. If more than 30 days lapses before the outstanding fees are paid, a \$100 reinstatement fee may be assessed.
5. After payment is received, the Caterer will be listed again on the Approved Caterers List, if all other paperwork is current.
6. Repeated violations of this agreement may result in the Caterer no longer being an Approved Caterer.

***I acknowledge that I have read, understand, and agree to abide by the attached Catering Guidelines.***

\_\_\_\_\_  
Name of Catering Business

\_\_\_\_\_  
Website

\_\_\_\_\_  
Business Address

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Email Address

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

***For your listing on our website at [wacocc.com/approved-caterers/](http://wacocc.com/approved-caterers/), please specify the following:***

\_\_\_ Yes, please use the above contact info for our website listing.

\_\_\_ No, please use the following information for the website:

**Catering Business Name:** \_\_\_\_\_

Contact for catering inquiries: \_\_\_\_\_

Email for catering inquiries: \_\_\_\_\_

Phone for catering inquiries: \_\_\_\_\_

Website or link to catering menu: \_\_\_\_\_

**Please return the signed Agreement to the Waco Convention Center Main Office:**

Hanna Andersen, Business Manager, [hanna@wacotx.gov](mailto:hanna@wacotx.gov)

(254) 750-5827