

Waco Convention Center Caterers Guidelines Agreement

Fiscal Year 2023

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 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 Waco-McLennan County Health District requires that the WCC have a current copy of the Caterers' current health permit.
2. The City of Waco requires that the WCC have a current copy of the Caterers' insurance certificate, showing at least \$1,000,000 liability coverage and naming the City of Waco as additional insured.
3. The City of Waco requires that each Caterer utilizing the WCC pay a 18% commission/fee.
 - The 18% fee is based on the total amount the Caterer charges to the Customer.
 - Caterers may pass this 18% fee on to the Customer with amount being added to Customer's final bill.
4. 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 18% Fee 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. The outside caterer is responsible for covering the serving and prep tables with linens.
 - Covers the use of the prep kitchens in the Brazos Room, Texas Room, DeCordova/Cameron Room, Chisholm Hall and prep areas in other parts of the building. (Does not include the Main Kitchen.)
 - Covers the reasonable costs of trash removal and after-event cleaning by WCC (see below).

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- Allows the WCC to offset the cost of providing services to customers and assists in improving the WCC food service facilities.

Caterers:

1. Caterers are expected to 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.
 - Brooms, dustpans, and mops are available and must be used and returned if needed.
 - Liquids (tea, coffee, water, etc.) should not be poured into trashcans. Please dispose of liquids properly.
 - All catering areas used must be cleaned and sanitized before leaving.
 - All trash and food must be removed from tabletops before table covers are removed.
 - Trash bags must be removed from trashcans after event and tied in order to be thrown away.
 - Caterers are expected to dispose of all ice sculptures after events. Water from sculptures must be cleaned up and removed by Caterer.
2. WCC Staff will remove trash and put in dumpsters after event.
3. All areas of kitchen must be returned to the original condition. Caterers are restricted to the dish area only and are prohibited from entering the kitchen and storage areas.
4. If Caterers do not undertake reasonable cleanup measures, a minimum clean-up fee of \$200 will be charged to the Caterer. Any equipment that is damaged by caterer must be paid for by caterer. Catering privileges may be suspended if non-compliance occurs.
 - Examples of unreasonable mess left by Caterers which will result in extra charges are as follows:
 - Food left on tables or in floor drains;
 - Grease poured in drains, sinks or on floor, etc;
 - Soiled linens left behind; and,
 - Destruction of WCC property.

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

1. Caterers should notify the Waco Convention Center (WCC) Main Office or Sales & Service Representative during regular business hours (8:00 a.m. - 5:00 p.m., Monday - Friday) of catering events in the WCC. Please let the WCC know if you need access to the dishwasher in the main kitchen and a 5-business day advance is required to utilize the commercial dishwasher. An inspection must take place prior to and after the event.
2. Caterers should confirm the date, name of event and the catering & guarantee number. Caterers should be aware of the Customers' contracted date & the start date and time for utilization of the WCC. If the caterer needs in early for setup, an early opening (before 7:00 a.m.) of the WCC is a \$100 per hour charge to the Customer and it is based on availability of the building.
3. If caterer requests pipe and drape and table skirting, the fees will be billed to the Customer and must be approved by the Customer before the equipment will be provided. Pipe and drape is \$5.00 per 8 ft. tall section or \$8.00 per 14 ft. tall section.
4. 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.
5. Caterers using the Ranger Room will be allowed access to use the service corridor from the University Parks Drive service entry.
6. Prep kitchens and areas will be made available and accessible to Caterers with the exception of the main kitchen. WCC will do everything reasonably possible to accommodate the Caterers' needs while working with the Customer setup requirements.
7. Rectangle tables without covers will be provided for prep and serving areas.

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8. 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.

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. If a Caterer does not remit the 18% catering fee from a catered event within 15 days after the event, the Caterer's name will be removed from the Approved Caterers List.
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.

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ACKNOWLEDGEMENT:

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

Name of Catering Business

Name of Contact

Phone Number

Email Address

Mailing Address

Website

X _____
Signature of Caterer

Date

Printed Name of Caterer