

# Waco Convention Center Caterers Guidelines Agreement

FY 2023-24

All Outside Catering Companies (Caterers) wanting to cater in the Waco Convention Center (WCC) must be listed on the 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 returning a signed copy to the WCC Office.

## **REGULATORY REQUIREMENTS:**

1. The WCC must have a current copy of the Caterer's current health permit, as required by the Waco-McLennan County Health District.
2. The WCC must have a current copy of the Caterer's insurance certificate showing at least \$1,000,000 liability coverage and naming the City of Waco as additional insured, as required by the City of Waco.
3. The City of Waco requires that each Caterer utilizing the WCC pay an 18% outside catering fee.
  - The 18% fee is assessed on the cost of food and beverage only. The caterer does not need to add 18% for labor.
  - Caterers may pass this 18% fee on to the Customer with the amount being added to Customer's final bill.
  - Caterers are required to submit a copy of the final invoice that was presented to the customer within 10 days of the catered event. Invoice should include the customer's name, name of event, event date(s), event location (room(s) within WCC), cost per person, guarantee, actual charges, service charges/fees, and a final total charged.
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. The WCC Catering Department is not permitted to service any food or beverage provided by an outside caterer during an event at the facility.
  - Caterers must service their own catering, including beverage service, snacks, and meals, as well as napkins, cups, plates, etc.
  - WCC does not permit food or beverage “drop-offs”, whether donated or not.
  - WCC requires at least one service person from the Outside Caterer for the duration of the catered meal to ensure food quality and safety and to protect the health of the attendees. This includes proper heating and cooling of food and beverage.
2. While multiple caterers may be used throughout an entire event, including WCC Catering department, only one company may cater a single meal.
  - For example, an event spanning two days may use three different companies. Company A caters Monday Lunch and Tuesday Breakfast; Company B caters Monday Dinner and Tuesday Dinner; WCC Catering Department caters Monday Breakfast and Tuesday Lunch.
3. 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 requested and returned if needed.
  - Liquids (tea, coffee, water, etc.) should not be poured into trashcans. Please dispose of liquids properly.
  - Grease will not be poured down sinks or drains. Please dispose of grease/oil in the facility’s grease trap.
  - 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 the 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.
4. WCC Staff will remove trash and put it in dumpsters after the event.
5. All areas of the kitchen and/or serveries must be returned to their original condition.

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6. 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
    - Destruction of WCC property

## **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. This must be approved by the Customer and is based on availability of the building.
3. If caterer requests pipe & 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 \$5.00 per ft. for 8ft. tall P&D, \$8.00 per foot for 14 ft. tall P&D.
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 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 30 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