

Food and Beverage General Information and Catering Policies

Proposals, agreements and contracts regarding the use of service and facilities of the Hawaii Convention Center are subject to rules and regulations of the Hawaii Convention Center / AEG / Levy Restaurants and shall include, but are not limited to, the following terms and conditions:

1. **EXCLUSIVITY:** Food and beverage items will be purchased exclusively from Levy Restaurants at the Hawaii Convention Center.
2. **GUARANTEES:** Guarantees for functions under 1,500 persons are due to the Catering Sales Manager by 12:00 noon (Hawaii time) five business days prior to the first event. Holidays are not considered business days. **For functions of 1,500 or more persons guarantees are due seven (7) calendar days prior to the first event.** Guarantees given are not subject to reduction. Hawaii Convention Center will use the tentative planning number as the guaranteed figure if a guarantee is not submitted when due.
3. **OVERSET:** Hawaii Convention Center will provide and set for 5% over the guaranteed count to a maximum of thirty (30) persons. If the actual number of guests exceeds the set figure, every effort will be made to serve the guests. Menu substitutions will be at the discretion of Hawaii Convention Center Food and Beverage management. Final charges will be based on the guaranteed number, or the number of meals served, whichever is greater.
4. **ADDITIONS / INCREASES:** Any increases to guarantees within 5 business days, are subject to the approval of the Hawaii Convention Center Food and Beverage Department. Any increase above the original set figure, menu additions or added functions will be subject to a 20% surcharge. The revised guarantee will not receive an over set amount: the new guarantee is the set amount.
5. **DEPOSITS / PREPAYMENT:** Deposits for estimated Food and Beverage charges are required as follows:
 - 100% pre-payment of estimated Food and Beverage charges are due (30) days prior to the scheduled event.
 - Any balance due is to be paid at the conclusion of the event,
 - Acceptable forms of payment: credit card, cash, check or wire transfer.
 - In the event of cancellation, charges for losses sustained by the Hawaii Convention Center will be advised and deposit funds will be retained to cover such losses.
6. **LENGTH OF SERVICE:** To ensure quality, integrity and safety of food and beverage products, **food service duration is limited to a maximum of two hours.** At its sole discretion, the Hawaii Convention Center reserves the right to further limit this timeframe.
7. **MENU SELECTIONS:** Menu selections should be made well enough in advance of your program to ensure that final approved Catering Event Contracts are returned to your Catering Sales Manager thirty (30) days prior to your program.
8. **ROOFTOP FUNCTIONS:** Rooftop functions require special permitting and must be confirmed no less than 45 days prior to the event. Additionally, rooftop functions must conclude by 9:00pm and are limited to disposable service ware.
9. **SERVICE FOR UNDER 25 GUESTS:** A labor / set up charge of \$100.00 will apply for all meal functions of 25 guests and under.
10. **PRICING GUARANTEES:** Pricing quoted more than 6 months prior to an event are subject to increases proportionate to meet increased cost of supplies or operation at the time of the scheduled event.
11. **SERVICE FEE & TAX:** Food and beverage charges are subject to a 23% service fee (subject to change). This service fee is not directly distributed to the wait staff as wages or gratuity. Food and beverage charges are subject to the current State of Hawai'i general excise tax. Service charge is taxable.
12. **FLORALS, DÉCOR, ETC.:** Hawaii Convention Center is pleased to provide assistance with floral, decoration, linen, entertainment, etc. Arrangements made directly for these services will not be the responsibility of the Hawaii Convention Center staff and management.