

General Catering Information, Policies and Procedures

Event Planning Timeline

When a contract is issued by the Navy Pier Sales office, you will be assigned to a Chicago Signature Services Catering Manager. Your Catering Manager is your main point of contact for all food and beverage needs related to your event.

At the time of booking, a Catering Agreement will be issued to you by Chicago Signature Services. *This contract must be signed and returned to your Catering Manager no later than 30 days prior to your event.*

Information regarding menu selections, floorplans, timing, and other details pertinent to your functions are due to your Catering Manager a minimum of 30 days prior to your event.

Your Catering Manager will assist you in selecting or customizing the proper menu items and arrangements to ensure a successful event. For trade shows and other multiple day functions, written specifications are appreciated.

Upon receipt of all specifications for your event, your Catering Manager will prepare a Banquet Event Order for each individual service ordered and present these to you for approval, along with an estimated invoice. Signed Banquet Event Orders (BEOs) are due back to your Catering Manager within one week of receipt, and will become part of your Catering Agreement with Chicago Signature Services.

Guarantees

To ensure the success of your event, it is necessary that your Catering Manager receive your *"Final Guarantee" (confirmed attendance) for each function by 12:00 noon, four (4) business days prior* to the commencement of your first scheduled event. Please note that Saturdays, Sundays and holidays are not considered business days.

All groups of over 1000 guests require the "Final Guarantee" to be received by 12:00 noon, seven (7) *business days prior* to the commencement of your first scheduled event.

Once the Final Guarantee is given, the guest count may not be decreased. If no guarantee is given when due, the original estimated number of guests on each event order will be considered a guarantee.

For every event, Chicago Signature Services will be prepared to serve 3% over the guaranteed number of guests, up to a maximum of 50 meals. You will be billed for the Final Guarantee or the actual number of meals served, whichever is greater.

Chicago Signature Services will make every attempt to accommodate increases in your guest count after the Final Guarantee is given; however, any increase made within 72 hours of the event will be subject to a 10% increase in price for each additional guest or item.

Cancellation of any food and beverage service after guarantees have been or should have been given will result in a fee equal to 100% of the total estimated charges.

Payment Policy

Your Catering Manager must receive payment for 100% of your estimated balance due (based on the initial invoice) no later than one week prior to your first scheduled function. *Failure to comply may prohibit the execution of your event.*

Chicago Signature Services accepts corporate or cashier's checks, wire fund transfers, American Express, Mastercard, Visa, and Discover as payment for services.

Regardless of actual method of payment, a credit card is required to be kept on file to cover any incidental charges. *If no credit card is available, please add 10% to your payment of the estimated balance due.* Any overpayment will be refunded within two weeks after the event.



Navy Pier Catering

Menu Offerings as of March 1, 2012 - All pricing subject to change without notice. All listed prices are subject to applicable sales tax (currently 10.75%) and gratuity (currently 22.5%). All bottled sodas and carbonated waters are subject to City of Chicago soda tax (currently 3%).

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Additional Services

Your Catering Manager is pleased to assist you with any additional services you require, above and beyond food and beverage needs. Please see the Additional Services section of this menu packet for a list of our most commonly requested services.

Ethnic Cuisine

Chicago Signature Services and Navy Pier are proud to offer authentic Indian cuisine as part of your special celebration. Menus can be served buffet-style or family-style, and can be completely customized to your liking.

Cuisine representing other ethnicities may also be available upon request.

Event Timing

To ensure the freshest foods, we must limit service to two hours for breakfast or lunch service and a maximum of three hours for reception or dinner service. Additional service time will be subject to additional fees for food and service.

All food, beverage and labor pricing is based on the originally scheduled times for an event, as listed on the Banquet Event Orders. Changes in service timing or event extensions may necessitate additional labor charges. Rates can be quoted in advance, on request.

Exclusivity

Chicago Signature Services is the exclusive provider of food and beverage at Navy Pier. All food and beverage intended for consumption within the facility must be purchased through Chicago Signature Services.

Any request for importing food and/or beverages must be approved *in writing* by Chicago Signature Services management. Such requests will be considered on a case-by-case basis and may be declined at the sole discretion of Chicago Signature Services. This includes requests for exhibitor amenities such as logo bottled water, hard candies and sample products. Please inquire with your Catering Manager for more details.

Holiday Rates

Events taking place or requiring preparation on any of the following holidays may necessitate additional labor charges: New Year's Day, Martin Luther King Jr. Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Specific charges will be quoted by your Catering Manager upon request with information on event menu and expected attendance.

Kosher Catering

Chicago Signature Services and Navy Pier are proud to partner with several different local kosher caterers to present kosher cuisine in our exclusive setting. We will work together with the caterer of your choice to create a menu to suit your needs. We also have an auxiliary kitchen which can be koshered and used for on-site food preparation.



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Linen and Equipment

Listed menu prices include the following: china, stainless steel flatware, and glassware within our inventory; tables and chairs within our inventory; black floor-length tablecloths for all guest tables, food stations and bars; and burgundy or ivory dinner napkins (ivory linens are also available for weddings or events of up to 500 guests). Groups in excess of 1500 guests or multiple events for the same group within a consecutive time period may entail an additional surcharge for equipment rentals and added labor.

Liquor Liability

Please note that the sale and service of alcoholic beverages are regulated by the Illinois Liquor Control Commission. Chicago Signature Services, as a licensee, is responsible for the administration of the liquor laws and regulations governing the State of Illinois and the City of Chicago.

We reserve the right to refuse service to any person at any time, especially including a guest who is unable to produce acceptable identification as proof of age, or who exhibits signs of intoxication. No alcoholic beverages may be brought onto the premises from outside sources, and no alcoholic beverages may be removed from the premises.

Failure to comply with these or any other alcohol service policies of Navy Pier may result in the discontinuation of all alcoholic beverage service for the remainder of the event, at the sole discretion of Chicago Signature Services management. *Please note that service of alcoholic beverages must end by 11:30 pm for all outdoor functions.*

Pricing

In the event of an increase in commodity prices, labor costs, taxes or other costs to us, Chicago Signature Services reserves the right to raise prices without notice. Guaranteed food and beverage prices will be quoted in writing 30 days prior to your event, if requested.

Service Fees

Please note that our menus include minimum quantity orders for certain items. When ordering for less than the listed minimum, an additional \$50.00 service fee will apply. Desserts or other menu items that are split from an existing listed menu and served at another time or location will be subject to additional service fees.

Split Menus

Split menus (those with more than one entrée choice) require a guarantee for each menu item. Guests must be identified by a (client-provided) colored ticket or placecard representing their pre-selected entrée.

Staffing Levels

Under our collective bargaining agreement, Chicago Signature Services staffs plated meal functions at a ratio of one server per 20 guests and buffet/reception functions at a ratio of one server per 50 guests. Bartenders are scheduled at a rate of one per 100 guests for hosted full bars, one per 150 guests for hosted beer and wine bars, and one per 200 guests for cash bars. A request for additional staffing can be honored, but will be subject to additional labor fees.



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Taxes and Gratuity

22.5% Service Charge and 10.75% Sales Tax will be added to all food and beverage prices. 8% Rental Tax and 22.5% Service Charge will be added to all equipment orders, and 9% Sales Tax will be added to all floral orders. 3% City of Chicago Soda Tax will be added to all bottled or canned sodas and sparkling waters. Per Illinois tax code, sales tax must be charged unless an organization can provide documentation of a state sales tax exemption from the Illinois Department of Revenue, dated no later than 30 days prior to the event date. If proper documentation is not received prior to the event date, all sales taxes must be charged.

Wedding Packages

Chicago Signature Services and Navy Pier have created specialty wedding packages to make planning easier. We can assist with every detail of this special occasion. Please ask your Sales Manager or Catering Manager for further details.

Additional Services

Your Catering Manager is pleased to assist you with any additional services you require, above and beyond food and beverage needs. Some of our most commonly requested services are listed below. Ask your Catering Manager for additional assistance.

Coat Check Services

Chicago Signature Services is pleased to arrange coat and baggage check services on a hosted or cash basis for your guests.

Concessions Stands

For trade shows or other public functions, Chicago Signature Services can provide a variety of options for public food service at our permanent windows inside Festival Hall or other locations. Sales minimums and set-up fees may apply - please speak to your Catering Manager for details.

Menu Cards

Customized 4 ¼" x 5 ½" menu cards in your choice of color are available to be set at each placesetting or each table for \$1.00 each.

Votive Candles

Chicago Signature Services can provide white votives in clear glass holders for \$1.50 each.

Other Décor and Event Services

We have relationships with many local florists, décor companies, and event services companies who we can work with on your behalf or refer you to in order to meet any of your event needs. Please discuss specific requests with your Catering Manager.



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