



# OVG HOSPITALITY POLICIES & PROCEDURES

## EXCLUSIVE CATERER

OVG Hospitality maintains the exclusive right to provide all food and beverage and concession services at the Sharonville Convention Center.

## OUTSIDE FOOD & BEVERAGES

No food or beverage of any kind will be permitted to be brought into the facility by the patron or patron's guests or invitees without prior written approval of the General Manager or Food & Beverage Director. Food items may not be taken off the premises; however, at OVG's sole discretion, excess prepared food is donated under regulated conditions to agencies feeding the underprivileged.

## FOOD & BEVERAGE SAMPLING

Sharonville Convention Center exhibitors may distribute food & beverage samples in authorized space but must not be competition with products or services offered by OVG Hospitality. Samples must be representative of products manufactured or sold by the exhibiting company. Free samples are limited to 2 ounces of non-alcoholic beverages and 1 ounce of food. Exact descriptions of sample and portion size must be submitted to the Food and Beverage Office for written approval 14 days prior to the opening of the event. No alcoholic samples may be distributed. Any exhibitor giving away and/or selling food in their booth must have a permit and all appropriate fees on file with the Hamilton County Health Department.

## BEVERAGE SERVICE

OVG offers a complete selection of beverages to complement your function. The Ohio Alcohol and Beverage Commission regulate alcohol and beverage service. As the licensee, we are responsible for the administration of these regulations. Alcoholic beverages may not be brought onto the premises from outside sources. In compliance with ABC regulations, we reserve the right to ask patrons for proper identification for alcoholic beverage service, and we reserve the right to refuse alcohol service to intoxicated or underage persons. Alcoholic beverages may not be removed from the premises.

## LABOR

**Catering personnel are scheduled for four-hour shifts for each meal period. Events requiring additional time for service over the four-hour period will incur an overtime charge of \$25.00 per server per hour.**

An additional labor fee will be charged for groups of less than 25 guests. At the customer's request Room or Set up Changes made the day of the event will incur a labor charge of \$75 per 50 guests in room, \$150.00 per 50 guests to move rooms.

An additional labor fee will be charged for food and beverage preparation and service for events on the following holidays: New Year's Eve, New Year's Day, Memorial Day, Juneteenth, Fourth of July, Labor Day, Thanksgiving Day, Christmas Eve and Christmas Day.

## DIETARY NEEDS

OVG is happy to address a special dietary request for individual guests with a (3) day advance notice. OVG will prepare 2% vegetarian dinners for plated served dinners.

## CHINA SERVICE

China service is standard for all catering services on the 2nd floor and in the 1st floor meeting rooms. For coffee services with china, OVG will set out at least 10% of disposable ware so that guests may take their beverage with them.

## LINENS

All plated and buffet meal prices include house grey or black table linens and your choice of a variety of pre-selected linen napkin colors (7 days to allow for delivery). If a client opts to rent linens and napkins through another source, any returns and charges associated with the rental are the sole responsibility of the client, also, the customer will be responsible for receiving and returning the linens.