

Policies

Heritage Catering welcomes you to the Dixie Center

Heritage Catering, the exclusive food service provider for the Dixie Center at St. George is happy to welcome you and we appreciate this opportunity to serve you. Whether your event is large or small, our professional and courteous staff will go the extra mile to make your event simply unforgettable.

Food and Beverage Booking Policies

- While we are happy to serve smaller groups, payment for a 25 person minimum is required.
- Food and beverage service must be scheduled thirty days in advance of the event. At the time the event is scheduled, a non-refundable deposit of 50% of the total estimated charges must be submitted. The balance is due 72 hours prior to the event.
- Menus must be finalized 30 days prior to the event. In the interest of efficient service and presentation, we strongly recommend that you order the same item for everyone for your event. However, if a “split” menu is required, additional service charges will apply. We are happy to provide for special dietary requests, such as vegetarian, if you are able to notify us in advance.
- If your organization is tax-exempt, please provide the tax-exempt certification at the time of scheduling the event.
- Final attendance guarantee is required at the following times:

Groups up to 500 people	5 business days prior to the first event
Groups up to 1,000 attendees	7 business days prior to the first event
Groups of 1,000 or more attendees	9 business days prior to the first event

Split menu selection must be made and final numbers guaranteed at least 10 working days prior to the event.

- Once the final guarantee is received, the count may not be decreased. In the event your attendance is above the guaranteed amount scheduled, we will make every effort to serve everyone. You will be charged for the extra meals served at the following rate.

Up to 5% over the guaranteed amount	Regular Price
Over 5% of the guaranteed number	Subject to a 10% surcharge

Policies (continued)

- **Cancellation Policy:** In the event of a cancellation we will make every effort to work with the group and try to reschedule. However, events cancelling within 48 hours are non-refundable. In the event of a group cancellation occurring 0 to 28 days prior to arrival, liquidated damages in the amount of **fifty Percent** of the “**Total Contract Charges**” listed on contract will be due, plus applicable taxes and service charge. In the event of a group cancellation occurring 31-50 days **twenty five percent; 61-120 days ten percent.** Original attendance estimates may decrease by a maximum of 15% with no obligation of fee assessment. Should the original number of attendees decrease by more than 15%, the variance in food and beverage revenue will be charged to your final bill.
- Heritage Catering retains exclusive rights to provide, control and retail all food and beverage services throughout the Dixie Center; including concessions, novelties and sale of all beverages (alcoholic and non-alcoholic). Food and beverage of any kind may not be brought into the facility without written permission from Heritage Catering and the Dixie Center at St. George.
- In order to maintain food safety and compliance with state law, all unconsumed food and beverages must remain on the Dixie Center property.

Although our first responsibility is to our guests at the Dixie Center, we are available for off-premises catering events as well, assuming there are no conflicts with scheduled events at the Dixie Center. If you are interested in off-premises catering or have any other questions concerning *Heritage Catering*, please give us a call.

Darin Walker, Owner Manager

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