



POLICIES & PROCEDURES

Food & Beverages:

Innovations Catering by Sodexo Services is the on-premise food service provider and preferred caterer for the Cincinnati Zoo. Sodexo holds a full liquor license and is the exclusive provider of beverages within the Cincinnati Zoo. Please note that it is unlawful to bring any alcoholic beverages onto the Cincinnati Zoo property. Also, food and beverages prepared and served by Innovations Catering remain the property of Sodexo Services and may not be removed from the premises. Sodexo carries liability coverage for products and services provided by Sodexo on the Cincinnati Zoo premises.

Service Charges and Taxes:

Food and beverage prices are subject to a minimum 18% service charge (not less than \$100) and prevailing local sales tax (6.5%). Some events require a level of service beyond what is covered by the minimum, and will be subject to additional charges accordingly. Any group or organization requesting tax exemption must submit acceptable documentation of their exempt status to their Event Sales Manager 10 days prior to the event in order to have tax removed from the invoice. No party will be exempt from sales tax without a copy of a Tax Exemption Certificate with federal tax I.D. number.

Guarantees:

A minimum guest count, or guarantee, is due 7 days prior to the event. This figure will be considered the guaranteed minimum for billing and preparation purposes. The final guest count and confirmation of event details are required 5 business days prior to the event to ensure time for ordering and preparation. Please note that Innovations Catering will prepare for the number of guests specified. Any overage desired should be built into the guest count given. A guaranteed count may not be decreased. Innovations Catering will bill for the amount guaranteed or the actual number served, whichever is greater. The preferred method for transmitting the guarantee is via email to the Event Sales Manager.

Decor and Specialty Items:

The Cincinnati Zoo and Innovations cannot assume responsibility for any items not purchased through Innovations or the Cincinnati Zoo. Any items delivered for your event must be removed immediately afterward. For the comfort of all guests, Cincinnati does not permit confetti, birdseed, glitter, table sprinkles, bubble machines, fog machines, straws, disposable cup lids, or helium balloons on the premises.

Amenities

The Details That Provide The Look And Service Your Event Requires

Service Ware:

- All selections in the "Seated" menu are priced to include service with white china plates, stainless steel flatware, and appropriate glassware.
- Events requiring items not included in the in-house inventory may require rental charges.
- Buffets, bars, hors d'oeuvres, breakfasts, and beverage services include high-quality disposable ware unless stated otherwise. Prices for china and glassware upgrades are as follows (package prices for all-day or whole-event service may be arranged):

China, flatware, and glassware for full-meal buffets	\$2.59++/guest
China and flatware for appetizers, continentals, etc.	\$1.59++/guest
Glassware service for bars	\$1.59++/guest
Glassware/china service for beverage stations	\$1.09++/guest

Table Coverings:

- All meal packages are priced to include standard white, square tablecloths for seating tables. Floor plans such as classroom and crescent seating that require extra linen require additional charges.
- Buffets come with linen and house table skirting. Additional skirting for registration, display, or other tables will be charged per table.
- Events requiring skirting in amounts exceeding in-house inventory may require rental charges
- Prices for table coverings are as follows:

White square linen or white or black rectangular linen	\$5.09++/table
Green or Black House skirting	\$11.99++/table
Floor-length polyester tablecloths (multiple solid colors)	\$15-22++/cloth
Decorative overlays and specialty linens (many styles)	prices vary

Decorations and Rentals:

Please inquire with your event professional about any number of decor or theme event arrangements. Buffet props, decorative fabrics, and display arrangements can often be provided without additional cost. A brief list of some commonly selected additional items is shown below.

Votive candles in glass candle holders	\$1.59++/each
Floral centerpieces	prices vary
12" round mirror	\$5.09++/each
Hurricane vase and taper candle	\$6.09++/each
Rental tables	\$11.59++/table
Rental plastic chairs	\$2.59++/chair
Rental padded folding chair upgrade	\$3.29+/chair

(++ = 18% service charge and 6.5% sales tax)

Event Tastings

Introduction:

Innovations Catering by Sodexho Services is the on-premise food service provider and preferred caterer for the Cincinnati Zoo. Sodexho invites customers who have a signed rental contract with the Cincinnati Zoo to enjoy a tasting of their food offerings for their event.

Policy:

Events that have a guaranteed attendance of two hundred or more receive a complimentary tasting for up to four people. For events with attendance of less than 200, tastings are available at a fee of \$50 per person. Event tastings are intended for four guests. Additional guests will be charged at \$50.00 each. In case of a tasting cancellation, a 48 hour cancellation notice must be received. Not providing a cancellation notice will result in \$200.00 charge. Event tastings are preferred to be scheduled Monday thru Friday, 11A.M. to 5 P.M.

Offerings:

Sodexho offers three appetizers, three entrees, three sides, and two desserts or salads for full dinner events. For hors d'oeuvres parties, the tasting may consist of five appetizer choices.

Staffing Standards

Bar Service:

For cash bars 1 bartender per \$180.00 in guaranteed sales per hour
For host bars 1 bartender per 100 guests

Food Service:

For plated meals 1 server per 25 guests
For plated meals with wine service 1 server per 20 guests
For buffet meals with china service 1 server per 40 guests
For buffet meals with disposable service 1 server per 75 guests
For hors d'oeuvres and station receptions 2 servers per buffet or station
For butler style hors d'oeuvres reception 1 server per 50 guests

General:

All staffing includes 1 supervisor, plus additional management based on size and complexity of the event. Additional servers, bartenders, and supervisors can be provided for additional costs.

Additional Servers: \$20.00/hour
Additional Bartenders: \$25.00/hour
Additional Supervisors: \$30.00/hour