

Food & Beverage Services General Information

Menus – Menu selections and other details pertinent to your function are required to be submitted to the Catering Department a minimum of four (4) weeks prior to the first function date. **Events held on a statutory holiday will be subject to a surcharge.** The catering representative handling your event will assist you in selecting the proper menu items and arrangements to ensure a successful event.

Exclusivity - The Catering Department retains the exclusive right to provide, control and retain all food and beverage services through the facility for events. All food and beverage items must be supplied and prepared by the Metro Toronto Convention Centre Catering Department, **THIS INCLUDES BOTTLED WATER.**

No food, beverage, or alcohol will be permitted into or removed from the Metro Toronto Convention Centre facility by the client or any of the client's guests or invitees without written approval by the Catering Department; this includes any 'Food Sponsorship' and / or 'Food Vendors' within the premises. Requests must be received by the Catering Department no less than three (3) weeks prior to the first day of the event.

The Catering Department reserves the right to assess a charge for such exclusions to exclusivity.

Prices – Prices quoted on our Catering Menus do not include a 18% administrative charges pursuant to the menu package or applicable sales tax of 13%. Prices are subject to change without notice; guaranteed prices will be confirmed 60 days prior to the event.

Guarantees - A guarantee number of attendees / quantities of food is required. This guarantee must be submitted by noon Monday through Friday, 8:00am – 5:00pm eastern standard time. If the guarantee is not received, the Convention Centre reserves the right to charge for the number of persons / quantities specified on the contracted event order. Cancellations and reductions of guaranteed services are subject to full charges within seven (7) days prior to the event. Attendance higher than the guarantee will be charged the actual event attendance.

Guarantee attendance less than 2,000

- a) 72 hours (3 business days)

Guarantee attendance greater than or equal to 2,000

- a) Initial guarantee due three (3) weeks or 21 business days prior to event
- b) Final guarantee due ten (10) days prior to event

Overset Policy – The Convention Centre will prepare and provide service staff and have seats available for 3% over-set up to 1,000 guests (maximum over-set of 30 guests) for sit-down served meals; buffet and family style services is excluded. There will be an additional charge of \$45.00 / hour for each additional over-set of 20 guests.

Service Staff Guidelines – Guest to server ratio is one (1) server per 20 guests for served meals, one (1) server per 40 guests at buffet functions and one (1) server per 75 guests for receptions. This is for service at rounds of eight or ten guests. Each additional staff is charged at a 4-hour minimum at a rate of \$45.00 / hour.

Breakfast / Lunch shift – 4-hour minimum.



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Dinner / Reception – 5-hour minimum. An additional charge will be applied to the menu price for events scheduled on holidays. An additional charge will be applicable for buffet 'ticket takers'.

Event Timeline – All service times are based on two (2) hour breakfast or lunch service or three (3) hour dinner service. Additional service time will be subject to additional labour fees. Event start or end times that deviate more than 30 minutes than contracted will have additional labour fees of \$45.00 / hour per server.

Beverage Services – We offer a complete selection of beverages to compliment your function. Please note that alcoholic beverages and services are regulated by the Alcohol and Gaming Commission of Ontario (AGCO) and the MTCC as licensee, is responsible for the administration of these regulations. All the Convention Centre service staff and managers are Smart Serve Certified. Please discuss the Metro Toronto Convention Centre Alcohol Policy with your Catering Manager.

Cancellations – Any event cancelled less than 72 hours prior to the event date will incur 100% of the estimated charges. Please note, for specialty menus or items, a longer window of cancellation may be necessary, this is determined on an event basis.

Payment / Deposit – An initial deposit of the **FULL ESTIMATED FOOD AND BEVERAGE CHARGES** is required two (2) weeks prior to the first function date. This payment can be made in cash, certified cheque or wire transfer. For additions, a major credit card may be required as guarantee of payment of any replenishment or new orders requested during the show / function pending arrangements with our Credit Department. Full payment of the balance is required within 30 days.

Retail Food Services – The Convention Centre also offers Retail Food Services through a selection of Mobile Carts as well as 'built-in' outlets. Please contact our team of catering professionals to discuss your options.