

GENERAL INFORMATION / GUIDELINES

Levy Restaurants is the exclusive caterer for the Hawaii Convention Center. Absolutely no food or beverage is allowed into the Hawaii Convention Center without the express written approval from a Levy Restaurants representative. (THIS INCLUDES BOTTLED WATER.)

- **Payment Policy:** All food and beverage orders require 100% payment in advance. We accept American Express, Mastercard, VISA, Discover, check or wire transfer on initial orders. Client MUST have a credit card on-file for any additional services ordered on-site during the show.
- **Order Deadline:** To ensure prompt delivery & product availability, all orders must be received a minimum of 30 days prior to the show start date. Any order received within 30 days of the show start date may incur a Late Fee.
- **Minimum Order Fee:** A \$25.00 fee will apply to all deliveries and/or orders less than \$200.00.
- **Labor Fee:** Subject to 4.712% state excise tax.
- **Power Supply:** Clients are required to pay for any electrical outlets that may be needed to support their food and beverage service through the show decorator.
- **Changes/Cancellations:** Changes/Cancellations must be submitted in writing no later than (7) business days prior to start of event in order to receive a refund. Full charges will be applied to changes/cancellations of any menu items received within (7) days

SERVICE CONTRACT

By completing and signing the section below, as well as the following Order Form, you are hereby certifying that you have fully read and agree to the terms & conditions contained within this **Exhibitor Catering Service Contract & Order Form.**

All policies, procedures and cancelations will be upheld by Levy Restaurants.

Show Name _____ Company Name _____

On-Site Contact/Authorized Signatures for Event _____
(Printed Name) (Signature)

Phone Number _____ Date _____

CONTACT INFORMATION

Hawaii Convention Center
1801 Kalākaua Ave, Honolulu, HI 96815

Catering Sales Department
Fax Number: 808-943-3085

Please turn in your completed **Exhibitor Catering Service Contract & Order Form** to your designated Levy Restaurants Sales Manager. They will gladly answer any questions you might have.

