



Catering Events General Provisions

- 1. Catering Menus:** The catering menu located at <http://larc-exchange.larc.nasa.gov/exchange08/foodServices/catering.html> features a selection of our most popular items. These are suggestions. We will be delighted to arrange menus to suit the client's particular requirements. Menu selection and all other arrangements normally must be received no later than two weeks prior to scheduled events. Entrée selection should be limited to one choice per-person, with the exception of special diet or religious requirements. A special menu will be selected prior to the event. In these situations the exact number of special menus is included in the guaranteed number.
- 2. Beverages:** The Exchange Catering is the sole provider of all alcoholic beverages. Any remaining quantities of special purchases of beer, wine, and liquor, not normally in our inventory, must be bought, in total, by the client at our contracted retail price and unused portions cannot be removed after the function. In those cases where individual bar sales do not generate a specified and agreed to amount per bar on a cash bar, a fee will be assessed for each bartender requested.
- 3. Center Access for Guest:** The host is responsible for the conduct of his or her guests and must submit follow guidelines in LPR 9050.7 and LPR 9050.8 must be followed. A LF 268 request must be submitted for all functions with external guest and must be approved prior to final facility reservation approval.
- 4. Adult Beverages:** Guests must be 21 years of age to consume alcohol on the premises. Additionally, outside alcohol and spirits are not permitted to be brought into Exchange catered functions, social lounge or Exchange Picnic Pavilion. Items such as wine, grog ingredients, toasting champagne or cider can be purchased from your caterer.
- 5. Discounts:** No "special" or "discounted" prices, privileges or service that would not otherwise be available to any and all NASA Exchange patrons without Exchange Operations Manager/Council concurrence.
- 6. Priority of Use:** The Exchange Cafeteria NACA dining room and Exchange picnic pavilion are primarily for catering events in support of NASA mission related functions and Exchange morale and welfare functions. While events are generally booked on a first come first served basis, the priorities for booking the Exchange Cafeteria NACA room, Exchange picnic pavilion, or other Exchange facilities used for activities and events are as follows:
 1. Official NASA Catered mission related activities authorized through Office of Chief Counsel and Procurement and those other dignitary events hosted by the Director.
 2. NASA organizational units Morale and Welfare Catering events and NASA organizational unit business meetings catered by the Exchange.
 3. On space available basis, other Non-NASA related organizational business and morale and welfare meetings catered by the Exchange.
 4. On space available basis, other Non-NASA related organizational business and morale and welfare meetings and/or events that go through the lunch line.
 5. On space available basis, other events not encouraging or using the lunch line.
- 7. Un-official Reservations:** A deposit of \$25 not less than three days prior to the event is required to confirm reservations for all private, non-official functions, and non-Exchange sponsored morale and welfare events catered or not catered by the exchange. Until this time, all reservations will be on a tentative hold and could be removed from the reservation calendar. Reservations will be automatically canceled should the deposit not be received within the time specified above. All deposits are non refundable and deducted from the final bill. In the unlikely event, an unofficial booking has to be bumped by an official event all deposits will be returned to the customer.
- 8. Official and Exchange Reservations:** Rooms may be tentatively reserved for official NASA mission business and Exchange sponsored morale and welfare events without deposit up to 90 days in advance. For events that are bona fide TRAINING, AWARDS CEREMONIES, or official representation fund supported event, authority does still exist for use of official funds. Such agreements will be processed through procurement via contract authorized by a procurement officer. Government credit card purchase procedures are used normally when less than \$3,000 and there would not be a contract. Both official mission related functions authorized by Procurement and Exchange Functions are normally coordinated in advance and the Exchange funded by the services office do not require a signed catering contract but do require an acknowledgement of requested services in writing. Rooms may also be used on a space available basis for official meetings and training when the function is flexible enough to move dates in the event the room is required for a catered event. The requesting organization will also be responsible for the set-up and clean-up of the space used. The organization POC is required to acknowledge that no food and beverages may be brought into the facility.
- 9. Catering Confirmation:** The Catering Manager must have a signed basic information intake form and the Catering Sales Agreement NLT 3 days prior to the event in most cases that including the following information: date, time, duration, menu, room set up, estimated guest count, and audio visual requirements. This is to insure food items can be ordered and received in order to make the event a success. The final guest count is due no later than 48 hours prior to the event. If estimated guest counts vary more than 5% or

NASA LANGLEY EXCHANGE CATERING SALES/SERVICES AGREEMENT

Exchange Catering, Building 2102 Room # 176, Hampton, Virginia 23681-21999



Call 757-864-4909 or EMAIL: Shaun Miller @NASA.Gov

original count, notify the Catering Manager immediately with an updated count. Additionally, final payment will be due the day of the event unless special arrangement has been approved by the Exchange Operations Manager. Credit Cards payments will be arranged in advance with the catering manager and second party personal checks will not be accepted directly from your guests for payment. Checks must be made payable to NASA Langley Exchange and include the following information: Social Security number, address, unit organizational information (if applicable), day and evening telephone number and correct mailing address. All returned checks will be assessed at \$25.00 or 10% surcharge, whichever is greater.

10. Payment and acknowledgment of Catering Activities: The Sponsoring official, Exchange activity representative, or Organizational Unit POC and/or host are asked to sign acknowledgement on catering requirements for food, beverages, and service expectation as well as final number of guest/meals on the Catering Sales Agreement or the number of meals served, whichever is greater. No refunds will be given for meals not served due to “no shows”. Normally, the Services office will provide invoices to the responsible party one week prior to the catered event. POC’s for no host functions will normally make arrangements with attendees to make payment for food three days prior to the event. Special arrangements for advance payment may be made via credit card by call in or payment methods arrangement and specified by the Exchange Services and Catering Office. Special invoicing of payment arrangements for catered events must be approved by the Exchange Operations Manager and annotated on the service agreement.

11. Service Charge: A service charge of 15% to 18% is added to the total cost of the food and beverage portion of functions for gratuity and administrative overhead. If a carver or attendant is required, a charge may be added. One carver or attendant is scheduled for each 75-100 guests. A Set-up fees should be charged for use of the facility when no food or beverage is required but the party requires special set up by the Exchange staff. At least a 15% service charge will be applied to all catered events. Customers should not give or provide separate gratuity or tips to employees. Employees may not solicit or accept any extra funds over the amount of the cost of the catered event. Any unsolicited funds over the cost of the catered event may be accepted as a donation to the Exchange only by the Exchange Operations Manager without specified intent for use.

12. Left over foods: Due to health and sanitation concerns, “To-Go” boxes will not be provided for meals that were not served or from the food items remaining on a buffet or hors d’oeuvres menu.

13. Outside food or beverages: No outside food or beverages are permitted at Exchange facilities without prior approval from the catering manager or the Exchange Operations Manager. Any exception which incurs (to include specialty cakes) will include an extra cutting and facility usage/service fee will be assessed at \$25 per every 150 guests in addition to other fees. All food items (with the exception of ceremonial cakes) must be provided by the Catering department. Additionally, due to policy regulations we are unable to permit any food or beverage to be removed from the catering facility.

14. Pavilion reservations/usage: Fees are normally a maximum of four hours at a rate of \$10 per hour and a separate fee from cleaning or catering fees. A \$25 deposit is required to confirm your reservation day and is applied toward the usage fee. Additional hours may be added to your event at \$25 per hour added. Usage/Reservation fee is waived for Exchange sponsored club and league events which must be approved by the Exchange Operations

15. Room/Facility Set up: Floor plans and setup requirements must be coordinated with the Catering Manager no later than 5 business days prior to the event. The activity reserves the right to decline or change any requests if it presents a safety hazard or concern or, if it interferes with staff efficiency. Additional charge may apply to some requests based on difficulty and time required to execute the request. No changes will be (by staff or guests) within two hours prior to the start of the function.

16. Damages: Any damages to the facilities or equipment caused by guests will be reported to the facility coordinator and Exchange Manager. Items are not permitted to be taped, stapled or nailed onto any wall in the facility. Tablecloth damages caused from table decorations will be charged to the host at \$20.00 per tablecloth. Glitter sprinkles, tinsel or confetti is not allowed into the facility - a cleanup fee will be assessed after the fact (depending on room space rented). The Exchange is not responsible for any item lost or left behind in the facility.

17. CANCELLATIONS: Cancellation less than 7 days prior to the event may result in forfeiture of the deposit.

18. OUTDOOR FUNCTIONS: The catering department reserves the right to make a decision, when client approval is unavailable, to move an outdoor function inside due to inclement weather. This decision will occur four hours prior to the function. If the client needs catering to set both an outdoor and indoor function, a set up charge is added.

19. AUDIO VISUAL STAGING: A complete line of modern audio visual aids are available. When specialized lighting and staging is needed, the catering manager can assist with the arrangements or make recommendations on outside vendors, with whom the client can deal directly. Addition charges may be assessed for this service.

20. LINENS AND DECORATIONS: The Catering Branch will provide any linen in our inventory without additional charge for a booked catered function. Special requests may have to be rented at the client’s expense. Packages for decorations, such as ice sculptures, theme parties, and floral centerpieces in the themes and color schemes of your choice may be available. Additional fees may be charged for special linens and decorations.



Call 757-864-4909 or EMAIL: Shaun Miller @NASA.Gov

Change notes/Set-up/Additional Comments:

DO NOT COPY