



We would like to welcome you to The Florida Aquarium! We take great pride in providing the best service to you and your guests.

In our continuing effort to ensure a most unique experience, our Executive Chef and catering experts are available to meet and fulfill your every need.

Attached is a menu compilation of our most popular selections for your review. Should you require a more-detailed selection of items for a particular occasion, please ask your sales professional who would be happy to assist in customizing a menu to suit you needs.

Our menus have been created to capture Florida's many tropical flavors and local specialties as well as highlight treasures from around the world. We look forward to working with you and please let us know how we can help make your event special.



As the exclusive caterer of The Florida Aquarium, we are committed to bringing you and your guests the highest standards of quality in food, beverage and service. We've developed the following guidelines to assist you in planning your event. Please review this information and contact your sales professional directly. They will be happy to help you create an extraordinary event. We thank you for your business.

Standardized Guidelines & Procedures

Event Planning

FOOD and BEVERAGE ORDER SPECIFICATIONS

To ensure the proper planning of your event, we request that all food and beverage specifications be received in writing by our office no less than 21 days prior to the date of your first scheduled service. You may fax your order to 813-274-1814 or mail it to: The Florida Aquarium, 701 Channelside Drive, Tampa, FL 33602: Attention Catering Sales.

CONFIRMATION OF ORDERS

Upon receipt of all written food and beverage specifications, your sales professional will review them and provide you with written confirmation of the services you have ordered. The confirmation will be in the form of separate event orders for each individual service. Signed event orders must be received by The Florida Aquarium no less than 14 days prior to the start of the first scheduled event. New customers booking short-term events (within 14 days of the event's start date) must review, sign and return event orders upon their receipt.

The Florida Aquarium's Services Agreement (contract) outlines specific agreements between the customer and the caterer. The signed service agreement, along with the required deposits, must be received by ARAMARK no less than 30 days in advance of the first scheduled event. A 50% deposit is required. If the signed Service Agreement is not received by 30 days, menu prices are subject to change. The event orders, when completed, will become part of your contract.



SPECIAL EVENTS

There are a number of "Special Events" that require attention to complex details. These include, but are not limited to, events for more than 1,000 people, weddings and VIP functions. These functions typically require customized menus due to the customer's desire for a unique event. In addition to strategic logistical planning, additional labor and specialty equipment may be needed to successfully orchestrate such events. Due to these requirements, special events may be subject to earlier guarantee dates and deposits. Events requiring extraordinary use of equipment/china may incur rental charges. Please discuss with your sales professional. Specifications for these events are to be received no less than 30 days prior to the event unless otherwise negotiated between the Customer and The Florida Aquarium.

MENU PROPOSALS

In addition to designing menus for "Special Events", our catering sales professionals are often asked to design menu proposals to meet additional customer requirements. Included in the menu planning and pricing evaluations which accompany these proposals are considerations given to the expected attendance at these events. Should an event's attendance fall significantly below the original number expected, the proposed menu price may be subject to change.

FLOOR PLANS CATERING FUNCTIONS

Your catering sales professional, in conjunction with The Florida Aquarium Event Coordinator, will review both the guest seating arrangements (floor plan) and the "behind the scenes" logistics to ensure ample space has been considered, making appropriate recommendations for both areas to create the best possible guest experience. Often, large events require catering (dishing, serving, clearing) to take place in areas that are not commonly dedicated to that purpose. In these instances, the Customer and The Florida Aquarium sales professional will discuss effective solutions (such as pipe and drape) to mask food service staging areas from the guest's view. The costs for additional equipment such as this, which may be provided by the customer's decorating company or through The Florida Aquarium, will be the responsibility of the Customer.

Additionally, as safety is always important, The Florida Aquarium reserves the right to specify floor plans and layouts of all set-ups, seating tables, serving stations and like items to enable safe and efficient service to your event. This includes reserving necessary space dedicated to both back of house and front of house service areas. This also includes service area, breakdown areas and front of house service aisle ways. These details will be reviewed with our facility and customers prior to developing final floor plans.

EXHIBITS

Circumstances may require The Florida Aquarium to change, repair or close exhibits without notice. Unfortunately, we cannot guarantee any specific exhibit will be available for viewing on your reserved date. Due to our commitment to maintain the animal's natural habitat, our Wetlands Gallery closes at 8:30 p.m. for every event.

EVENT DECORATIONS AND ENTERTAINMENT

All decorations, additional lighting, sound systems, event set-up and entertainment are to be approved in writing in advance by your Sales Representative or his/her designee. If additional setup is required for your event by The Florida Aquarium, a labor fee will be assessed. NO live animals are to be brought on The Florida Aquarium property. All decorations, additional lighting, sound systems, event set-up and entertainment must be removed immediately following your event. In the event that there is anything remaining after your event, there will be a \$250.00 disposal fee assessed.



PAYMENT AND CREDIT

ACCEPTABLE FORMS OF PAYMENT

The Florida Aquarium accepts company checks, American Express, MasterCard, Visa and wire fund transfers as payment for products and services. Any wire transfer fees incurred are the responsibility of the Customer. If payment is received within less than five (5) business days prior to the event, certified funds, credit card or a wire transfer will be required (Non-certified Checks are not acceptable forms of payment). If the customer prefers to pay by company check or wire transfer, a credit card authorization form is required to facilitate on-site orders. On-site orders/re-orders will not be accepted without prior established credit or credit card on file.

PAYMENT POLICIES

The Florida Aquarium's policy requires full payment in advance of your event(s).

TAXES AND SERVICE FEES

All food and beverage items are subject to a 20% service charge and applicable Florida sales tax, currently at 7%. In some areas, the service charge may be subject to applicable sales tax.

Labor fees are subject to applicable sales tax, currently at 7%.

DELIVERY FEES

All catering orders or re-orders totaling less than \$75.00 will result in a \$25.00 delivery fee.

CATERING GUIDELINES

GUARANTEES

To ensure the success of your event(s), it is necessary we receive your "Final Guarantee" (confirmed attendance) for each meal function by the following schedule:

Events up to 500 people require the Final Guarantee three (3) business days prior to the first scheduled event.

Events between 501 – 2,500 people require the Final Guarantee five (5) business days prior to the first scheduled event.

Events between 2,501 and up require the Final Guarantee seven (7) business days prior to the first scheduled event.

Once the Final Guarantee is due, the count may not be decreased. For every event, The Florida Aquarium shall be prepared to serve 5% over on plated meals of the Final Guarantee, up to 25 meals. The customer will be billed based on the Final Guarantee or the actual number of meals served, whichever is greater. The Florida Aquarium will make every attempt to accommodate increases in your count after the final guarantee is due, however; any increase exceeding 10% of the final guarantee will be subject to a 10% surcharge. If the count increases within the final guarantee timeline, the 5% overage will no longer apply.

Please note the above schedule excludes weekends and holidays.

(++) Indicates the services are subject to service charge and sales tax.

(+) Indicates the services are subject to sales tax only.

*The service charge and sales tax are subject to change without notice.



CANCELLATION POLICY

Cancellation of any convention or individual event must be sent in writing to your The Florida Aquarium Sales Professional. Any cancellation received more than 30 days of the first scheduled event, will result in a fee to The Florida Aquarium equal to 50% of the estimated food and beverage charges. Any cancellation received less than 30 days in advance of the first scheduled event will result in a fee of 90% of the estimated food and beverage charges. Any cancellation received after the Final Guarantee has been provided will result in a fee equal to 100% of the charges on the affected event order(s).

MINIMUM REQUIREMENT FOR MEAL FUNCTIONS

There is a minimum guarantee of 50 people for all meal functions, seated or buffet. If the guarantee is less than 50 people, a \$150.00 fee plus tax will apply.

EXCLUSIVE CATERED FOOD AND BEVERAGE POLICY

The Florida Aquarium is the exclusive provider of all food and beverages at The Florida Aquarium. As such, any requests for importing food and beverages may be declined at The Florida Aquarium's discretion and will be considered on a case-by-case basis. Please inquire with The Florida Aquarium sales professional.

AMENITIES, MENU OF SERVICES AND TIMETABLE

TABLE STANDARDS

The Florida Aquarium banquet standard for a plated/seated meal is for service at tables of ten (10) guests with one (1) server per 25 guests. For buffet meals, The Florida Aquarium minimum standard is one (1) server per 100 guests for a disposable event and one (1) server per 40 guests for a china event. An additional labor fee will be applied for any set that requires tables that seat less than ten (10) guests. The fee will be assessed according to the additional wait staff required to service the event at \$125.00 per 4-hour shift and \$35.00 for each additional hour, plus applicable Sales Tax. Events whose total time extends past the combined required set-up and standard event time, or events with less than the required set up time, will be assessed additional labor charges accordingly. Adherence to our service guidelines will ensure the smooth and successful execution of you food and beverage event. All events are 4 hour durations that includes 1.5 hours for set-up, 2 hours of service, and half hour for breakdown.

TABLECLOTHS

All banquet tables for plated and china buffet meal functions are dressed with white linen and napkins. Continental breakfasts, breaks, roll-in services, receptions and disposable services are not considered as meal functions and tables will not be dressed complimentary for these events. Tablecloths for meeting room sets may be requested for \$7.50+ per tablecloth. Your catering sales professional will be able to assist with any custom linen and décor details at additional charges.

TIMETABLE FOR SUCCESSFUL EVENTS

30 Days	45 Days	14 Days	7/5/3 Days
Deposits & Signed Service Agreement Due	F&B Specifications Due	Sign & Return Event Orders	Guarantees Due

Thank You for your business. We hope you enjoy The Florida Aquarium!!