



POLICIES AND PROCEDURES

The following policies and procedures for events held at the Hurst Conference Center have been established to promote a safe, secure, and enjoyable environment for all our clients, patrons, and employees. Any violations of the following policies and procedures may result in termination of your event and removal from the premises of the Hurst Conference Center.

The Hurst Conference Center, managed and owned by the City of Hurst, hereinafter referred to as "CENTER" and the name on the Facility Use Agreement is hereinafter referred to as "CLIENT."

Audio Visual Equipment:

Outside audio visual equipment is allowed but will not be supported by the CENTER. An audio-visual technician may be required for operation of CENTER audio visual equipment.

Catering Guidelines:

ALCOHOLIC BEVERAGES: The Hurst Conference Center holds the exclusive liquor license from the Texas Alcoholic Beverage Commission for the facility. Therefore, any beer, wine, or liquor must be purchased and served through Hurst Conference Center catering services. No alcoholic beverages may be removed from the center. Events serving alcohol will be required to schedule an off-duty officer from the Hurst Police Department for the entire time alcohol is being served at the client's expense. Hurst Police Department sets the guidelines for the number of officers needed for each event, and the client must schedule and pay the officers directly.

EVENT SERVICE TABLE STANDARDS: China service is an HCC standard for all events. Our standard banquet service can be set with 60" rounds (8 per table) or 72" rounds (10 per table). For banquet requirements above inventory, applicable rental rates will apply. The Conference Center's standard sit-down banquet service is planned for round tables of 8 guests, with one (1) server per 32 guests. For buffet meals, our standard banquet service is planned for round tables of 8 guests, with one (1) server per 50 guests. An additional labor and linen charge will be applied for any set that requires tables that seat less than the standard. The HCC will charge for additional tables and place settings for provided above guarantee.

EVENT TASTING GUIDELINES: The focus of the tasting is for the CLIENT to select a meal that will appeal to the majority of the guests and to familiarize the CLIENT with our service standards and food quality. Event tastings are complimentary for banquet events with a one day contracted food and beverage minimum of \$15,000 or above. The CLIENT, plus three additional participants (maximum) are entitled to participate in the tasting with the Event Manager. If additional guests are requested by CLIENT, a price per person will be set by Event Manager based on food selection for the additional seating set-ups. Tasting selections shall confirmed with Event Manager no less than ten (10) days prior to tasting date, and only one tasting per event is permitted.

FLOOR PLANS FOR CATERING FUNCTIONS: Your event manager will review the floor plan with our front of house and operations team to ensure ample space has been considered for food service, while making the appropriate recommendations to create the best possible guest experience. Often, large events require catering (plating, serving, clearing) to take place in areas that are not commonly dedicated to that purpose. In these instances, the Customer and HCC event team will discuss effective solutions (such as pipe and drape) to mask food service staging areas from the guest's view.

GUARANTEES: An estimated number of guests will be used when placing your initial catering order. A minimum guarantee of the number of guests attending each function must be received from the client 5 business days prior to the function. Groups larger than 500 or events that have highly specialized menus require a minimum guarantee to be given 7 business days prior to the function. This guarantee cannot be reduced and will be the basis for a minimum charge. If a number greater than the guaranteed number is served, charges will be based on the number served. Additions to catering orders made after the guarantee is due may be subject to a 25% late fee. While on premise during your event, any changes



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with food and beverage, or the pre-arranged set up, start or end time of the event(s), may be subject to additional charges that will be determined at the time of the requested change.

OUTSIDE FOOD AND BEVERAGE: No outside food & beverage shall be brought into the CENTER. All food and beverages (alcoholic and non-alcoholic) will be provided by CENTER. The CLIENT and their attendees are not permitted to take leftover food items or beverages from the CENTER.

PLATED MEAL SERVICE: On the day of your event, if the agreed upon beginning or ending service time of your meal function changes by 30 minutes or more, an additional labor charge will apply. Should your event require extended pre or post service or stand by time, an additional labor charge will apply. Plated meals include a pre-set salad and dessert. If either of those items are requested to be served, additional fees will apply.

SMALL GROUP FEE: Unless otherwise noted, there is a minimum order of twenty-five (25) for any requested food item. The 25-item minimum requirement can be waived in lieu of a small group fee of \$100 per meal function.

TABLE LINENS AND SKIRTS: One (1) tablecloth per table and one (1) napkin per person will be provided with all meal functions at no charge. Clients may select white or black linens/ napkins. Meetings set with classroom tables will not include linens. If linens are requested, they will be billed at \$5.00 per linen and all orders must be placed 7 business days prior to the function start date. In addition, the HCC will provide black skirted serving tables at no charge for all buffet food service and beverage stations. For events requiring white skirting, a fee of \$15 per skirt will be applied to the final invoice.

Changes/Requests:

Changes to the floor plan received within thirty-six (36) hours of this event shall result in additional charges. The CENTER reserves the right to charge the CLIENT for excessive, unplanned changes or numerous changes per day. CLIENT is allowed one complimentary set-up per day.

Clean-up:

All items that are brought onto the CENTER's premises by the CLIENT and their vendors shall be removed from the CENTER at the end of contract date. The CENTER is not responsible for any items left behind. Any event that may produce excessive amounts of trash i.e. Tradeshow, Expo, etc., shall be required to pay an additional trash and/or recycle fee at the discretion of the CENTER's Operation Supervisor. Prior to leaving the facility, the CLIENT must check with CENTER's Manager On Duty (MOD) that the building has been left in acceptable condition. Any damage beyond normal wear and tear will be subject to an excessive clean-up fee at the prevailing rate.

Decorations:

Decorations are limited to table decorations and freestanding items. Other decorations, including banners and streamers, may not be attached to any surface without prior approval of the CENTER. Glitter and/or confetti, rice, balloons and potpourri are not allowed in any part of the CENTER. Should this policy not be followed an additional charge will be added to the final billing for the clean-up of this material as determined by the CENTER's management.

Fire/Open Flame:

No open flame is permitted in any part of the facility per Fire Marshal.

Helium:

Helium balloons are not allowed in any part of the CENTER without a previously signed Waiver by the General Manager. CLIENT will be responsible for damages that may occur and charges that are incurred for retrieving, removing and cleaning the area affected by the balloon activity. **Helium tanks** are not allowed at any time in the CENTER.

Move-In/Move-Out:



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All move-in and move-out for events must be through CENTER's designated loading docks and doors. The main lobbies, side doors, and elevators are not to be used for this purpose. CLIENT is responsible for dock marshaling and coordinating move-in and move-out access.

Outside Vendors:

It is CLIENT's sole responsibility to schedule any third party vendor or hired rental/labor to fit within the contracted times of the signed Agreement, which includes set-up and tear down. Equipment must be removed from CENTER by CLIENTS contracted move out time. The CENTER is not responsible for any items left behind and CLIENT will be billed for labor charges associated with the removal of these items. The CENTER has the right to refuse any service vendor.

Security:

Uniformed off-duty City of Hurst Police Officers will be required at CLIENT's expense at functions where alcohol is served or if deemed necessary by the CENTER. Arrangements for the hiring, scheduling and payment of the officers are the sole responsibility of the CLIENT. The number of officers in attendance will be determined by the City of Hurst Police and CENTER. The officer(s) must be contracted to work starting 30 minutes prior to the beginning of the event until the end of the event when the building is secure.

Shipments:

All shipments should be to the attention and are the responsibility of the CLIENT. Any packages received more than one (1) day prior to CLIENT's event may be rejected or charged a holding fee of \$25 per day/ per pallet size. It is the CLIENT's responsibility for scheduling the pickup of packages after the event ends. Tradeshows and Expos must define shipping term with the event coordinator prior to event load-in.

Smoke-Free:

The CENTER has a smoke-free (including e-cigarette) environment policy that is enforced in all areas of the CENTER. City Ordinance 2174 states it is unlawful for any person to smoke or possess a burning tobacco in any building or park owned, operated, or managed by the City with the exception of paved parking areas only. This applies to all attending the event as well as any vendors or personnel hired, such as DJ's, entertainment or other personnel.

State Sales Tax:

The State requires sales tax on equipment rental, food and beverage, and labor. Those items are also subject to the prevailing service fee rate. CLIENT must provide a Sales Tax Exemption letter 14 days prior to event.