



# Summit Pointe

## CONFERENCE & EVENTS CENTER

Our conference and events center in Spartanburg, SC has over 19,000 square feet of flexible meeting space and is serviced by a dedicated and professional support team to assist you in every aspect of your event. Flexibility in catering options allows you to plan your own catering using an approved commercial caterer or use our own professional catering team for your event. Our goal is to allow our guests the greatest flexibility and convenience to exceed your expectations in every way possible.

### Scheduling & Booking

We are happy to hold your dates and event space tentatively until your signed Booking Agreement and non-refundable deposit have been received. Tentative space is considered available to be secured by another client. Should we receive such a request, we will offer first right of refusal to you and require your Booking Agreement and deposit immediately to secure your space.

In special circumstances, it may be necessary to reassign your event to a comparable space. We request to be notified in advance of any printed material bearing the name and location of your event. Please confirm with the Director of Events & Sales prior to printing any materials.

You are welcome to have access to your space no more than ½ hour prior to the start time of your event. During that time you may place your materials and approved decorations. An additional ½ hour is provided after the end time of your event to remove all materials and decorations. Our service team will require the time prior to and after these times to ensure that the space is set to your specifications and meticulously detailed. We are happy to provide additional time for you to prepare for your event. Please inform your Director of Events & Sales as additional charges may apply.

We request that all cancellations be made in writing. Charges will apply based on the date of your cancellation and our ability to rebook a comparable event in its place. The sliding cancellation scale is detailed in your Booking Agreement.

### Food & Beverage

We are pleased to provide the option to purchase your catering from an approved commercial caterer or cater your function completely in house by our professional catering team. We must request that all food and beverage preparation be provided by our catering team or a commercial caterer. DHEC Certification, current business license and General Liability Insurance forms must be completed by outside vendors 30 days prior to the event start date. We must request that excess food and

beverage remain with Summit Pointe or the caterer. We are not able to allow "to go" boxes.

All alcoholic beverages must be purchased from our location and served by our ServSafe Certified bartenders. Alcoholic beverages must be consumed within the building. If your event includes alcoholic beverages after midnight on Saturday or at any time on Sunday, please obtain an Alcoholic Beverage Permit.

All menus should be selected 10 days prior to your event. If we are catering your event, we will provide a Banquet Event Order (BEO) detailing your selections. Once you have verified and signed your BEO, we will begin food preparation for your event.

We request a final number of attendees no later than 10 days prior to your event. Based on these final numbers, your space will be set and food/beverage prepared for your guaranteed number of guests. Should your actual attendance exceed the final number provided, additional fees would apply for the actual attendance numbers.

## Commercial Caterers

We welcome you to provide your own approved commercial caterer for your event. Please provide your caterer's name and contact information to our Director of Events & Sales so we can discuss our catering guidelines with your caterer.

## Outside Vendors

We are glad to coordinate the delivery and pickups of items belonging to all outside vendors utilizing equipment which may need to be delivered and/or picked up. Please ask them to contact our Director of Events & Sales at least 30 days in advance of your event to make arrangements. We will provide them with all pertinent information. We must request that all equipment be removed immediately after your event. We may be able to store your items for pick up at a later time for a nominal rental fee.

## Meal Service Times

To ensure the best quality and presentation of your food offers, we encourage you to select the most accurate times for your meal service on your Banquet Event Order.

Plated meals are plated in advance and placed in heating holding units prior to the beginning of your meal service. Any delays in your start times could affect the quality of the food and beverage presentation.

Buffets are generally prepared approximately 15 minutes prior to the time selected on the Banquet Event Order and will remain open for 75 minutes. The amount of food prepared for your buffet is based on the guarantee number provided by you 10 days prior to your event. Often, guests will take larger than normal portions or additional portions which may cause a shortage in your food offering. We encourage you to take into consideration heavy eaters when you are planning your meal service with our Director of Events & Sales.

## Programs & Presentations

In order to provide the most conducive environment to your programming, we generally suspend food service during any presentation unless otherwise directed by you. Unless instructed otherwise, our event servers will leave the room until presentations have concluded. Please let our Events Services Manager know if you prefer continual service during programming or presentations.

## Audiovisual Equipment

As a full service conference and events center we have an extensive supply of audio-visual equipment. We are happy to provide these services for a nominal fee. As we have multiple event spaces, it is important to reserve your equipment early as these items are reserved on a first booked, first served basis. Our Director of Events & Sales can provide a complete list of items and pricing.

## Service ware

We can also provide china, glassware, flatware and service pieces. You are welcome to use our items for a nominal fee. Again, these items may be used in multiple spaces so it is important to reserve them early as they are provided on a first booked, first served basis. Please coordinate your request with our Director of Events & Sales.

We are proud to offer disposable eco-friendly items for daytime meetings and events. If your caterer has elected to use disposable items, we request that such items be biodegradable and eco-friendly. We ask that Styrofoam and plastic items be avoided.

## Decorations

We cannot allow decorations to be affixed to the walls, floors or ceiling with nails, staples, tape or anything which may damage walls, floors or ceilings. For the safety of your guests, in adherence with fire codes, signage and decorations may not block entrances or exits of any type.

## Music

As your event may be taking place at the same time of other events, we request that any type of music be contained to your assigned space. We reserve the right to ask that volume be adjusted should your event be heard by and disruptive to another event.

## Prefunction Areas

The main entrance, lobby and corridors outside meeting rooms are considered public, pre-function areas. These areas are open to all guests in the building. Any activity taking place in these areas must take into consideration the requirements of other events in the building and cannot restrict in any way guest flow to and from other events.

## Service Corridors and Kitchen Access

Service corridors and kitchen areas are for use by the food preparation and event services team only. We request that only events support and preparation teams access these areas prior to, during and after the event.

## Meeting Room Set-ups

Based upon the guaranteed number of attendees, we will assign and set your space with free and clear access and egress to the meetings rooms based on local fire codes. Your requested setup will be detailed on your BEO and the room will be set to your specifications. We will notify you if there is a conflict between your specifications and the fire code regulation. In the interest of safety, we will change the setup accordingly.

Prior to your arrival, your space will be set with tables, chairs and one (1) white tablecloth per table. We will be happy to change your setup in any way should you require it after your arrival for an additional fee. The party providing your catering service will be responsible for the setup of the service ware needed for your event as well as the cleanup of your event as detailed in our Commercial Caterers' Agreement.

## Payment Procedures

We request payment in full 10 days prior to the start date of your event unless other credit arrangements have been made and approved. Any additional balance arising from additional attendees, equipment needs or fees for event time must be paid by the close of the event. We accept cash, credit card, debit card and company checks.

## Disclaimer

These guidelines are provided to assist you in the planning and execution of your event and are not intended to be all-inclusive or comprehensive in nature. Please review your signed Booking Agreement in detail with the Director of Events & Sales as it is a binding agreement.