

ITC APPROVED CATERERS RULES AND REGULATIONS

Please review prior to each event.

Communicate and/or distribute to catering staff to ensure they are aware of the ITC's rules and regulations.

Prior to event

- Review catering guidelines prior to each event.
- Request a current ITC catering diagram for planning purposes.
- Set up a catering walk through with the Office of Facility Rental staff at 458-2275 or ITCFacilityRental@utsa.edu
- Determine which work area you will utilize per event. Depending on location, make plans to provide a work area floor cover, work tables, pipe and drape or screen, as well as sand buckets under tables with lighted sterno etc. (See "**work area**" section below for more information).
- Electrical needs must be provided to the ITC Events staff one week prior to the event. This includes electrical needed in both work areas and guest/event areas. If we do not receive electrical requests, we will not provide electrical in the areas you require. (See "**electrical**" section for more information).
- One week prior to the event, submit a catering diagram with final food and bar placement if applicable. Final placement must be approved by the ITC Events staff. You may be asked to relocate or adjust the diagram according to ITC's policies.
- Should you require a "permission to serve" letter for a cash bar, be advised of ITC's arrangements with TABC. (See "**alcohol beverages**" section for more information).
- Caterer is required to notify and get approval from ITC Events staff prior to subcontracting for tables, chairs, floral, entertainment, etc.
- Notify the ITC Events staff of any deliveries being coordinated. See "**deliveries and pick up**" sections for more information).
- Forty-eight (48) hours prior to the event, caterer must provide ITC Events staff with the name and cell phone number of catering supervisor scheduled for the event.
- Catering charges may be incurred and be charged by ITC to the caterer. Charges may include, if applicable, cash bar fees, damage fees, early set up or additional take down fees. (See "**fees**" section below for more information).

Fees

- Annual Fee-Currently there are no annual fees for catering at ITC, however, fees are subject to change on an annual basis.
- Cash Bar-The ITC will assess a cash bar fee to the caterer based on the number of guests in attendance. The Institute will bill this fee to the caterer following the event. Payment is due within 30 days. (See "**alcoholic beverages**" section for fee schedule).
- Set up -Caterers requiring additional set-up time should contact the Office of Facility Rental prior to the event. Fees may apply. All Caterers are given a two-hour time window for set-up prior to the event start time.
- Take Down- Caterers requiring additional time for take down will be charged the overtime rate for ITC security and facility rental personnel to remain on site until catering clean-up is complete. All Caterers are given a two-hour time window to tear down after the event.
- Damages- Caterers are responsible for any damages incurred due to negligence by catering staff before, during, and after events. **CATERERS WILL BE BILLED FOR COSTS INCURRED BY NON-COMPLIANCE WITH THESE REGULATIONS AND OR NEGLIGENCE.**

Insurance

- Caterers are required to submit Certificate of Liability Insurance naming the **Institute of Texan Cultures** as the certificate holder. Certificates should be submitted annually and remain current.

Deliveries

- Notify the ITC Events staff of any deliveries being coordinated for pre-approval. This includes but is not limited to table and chair rentals, floral deliveries, linen rentals, etc. It is required that you contact the ITC Events staff for final approval prior to making final arrangements with outside companies.
- Caterers are responsible for notifying such companies of ITC's approved standard delivery times and drop off and pick up locations as follows:
 - Deliveries to the lower loading dock are allowed as early as 7a.m.
 - **Deliveries to the upper loading area (back patio) are allowed beginning at 2 p.m. (NO EARLIER NO EXCEPTIONS)!**
 - Should your delivery company require a signature, a representative from the catering staff or contracting party must be on site to accept the delivery. ITC Events staff will NOT sign for any deliveries.
 - Deliveries outside the listed times must be coordinated and approved by the ITC Special Events staff.

Check-In

- Upon arrival please contact the Facility Rental Office at 458-2275 or ITCFacilityRental@utsa.edu. Conduct a quick walk through with the ITC Facility Rental Coordinator prior to setting up tables, chairs, food, and bar stations.

Work Area(s)

- Approved work areas for catering prep are:
 - 1st Floor-The Snack Bar (Requires pre-approval). Accessible is through the ITC back loading dock.
 - 2nd Floor-Tiled area behind the American Indian Exhibit and just off the Freight Elevator area. Accessible through the ITC back loading dock and up the freight elevator OR through the ITC upper loading area (back patio).
 - 2nd Floor-Area behind the Puppet Theatre. Accessible through South Veranda. Requires caterers to provide floor protection with an approximate 20'x40' section of floor mats or plastic covers as well as pipe and drape/screen.
 - 3rd Floor-Connally Conference Center Kitchen. (use of freight elevator is required) Accessible through the ITC back loading dock and up the freight elevator.
 - South and East Verandas. Accessible through the ITC back loading dock through the ITC upper loading area (back patio).
 - Patios-East patio in fenced in concrete slab. Access to this work area is through the ITC back loading dock.
 - Front Grounds-(Requires pre-approval).

Tables and chairs

- ITC requires all caterers to provide tables and chairs for Exhibit Floor rentals and all outdoor events. This includes tables for catering prep and for guest seating
 - Exhibit Floor and all outdoor rentals do not include guest seating. Caterers must provide adequate tables and chairs for guests. NOTE! Many clients want to save on expenses and request "No Seating" or "No Tables". This is not permissible! For walk around events, Pub (cocktail) tables are required!
- Meeting rooms are furnished with tables and chairs for guest seating. This includes 2-6 foot tables in the back of the room for food and beverage set up.

Catering equipment

- Ensure all equipment is safe and in working condition prior to event.
- Ice containers require mats under them. Check for leaks and condensation prior to the start of the event and address problems at once.
- Decorative food station carts may be used if they are in good condition, sturdy, and safe. The ITC has the right to prohibit the use of equipment that is not deemed safe by our Special Events and Electrical staff.
- ITC does not allow outside vendors to use ITC's ladders, tools, and/or other equipment.

Food and Beverage Station Placement

Important! A can of sand must be placed under each food station where sterno is being utilized and should be used in case of an emergency. The can must be no smaller than a one pound coffee can and should have a lid to prevent accidental spills.

*Caterers must provide food, beverage, and catering work tables.

***Exhibit Floor**

- Please request a catering diagram for approved locations prior to each event. Food and beverage stations may be placed only in the designated areas on the Exhibit Floor. All serving stations must be no less than 6 feet away from exhibits or displays. Museum exhibits or exhibit cases may never be moved to place food or beverage stations on the Exhibit Floor.

Galleries

- Food and beverage stations are NOT allowed in Exhibit Galleries.

Meeting Rooms

- Food and beverage stations are allowed in meeting rooms.

***Verandas/Patios**

- Food and beverage stations are allowed on verandas and patios.

***Back 40**

- Food and beverage stations are allowed on grassy areas or sidewalks. Food and beverage stations are NOT allowed in the Back 40 exhibit buildings.

Set up

- Standard set up time for all rentals is 2 hours prior to meeting or event start time, unless approved by ITC Facility Rental staff. **The earliest set up time for the Exhibit Floor is 4pm.**
- Caterers are required to keep noise levels to a minimum while the museum is open to the public.
- Caterers are required to use the best care and judgment when setting up, particularly in and around Exhibits and Exhibit cases.
- Caterers are responsible for any damages incurred due to negligence by catering staff before, during, and after events. **CATERERS WILL BE BILLED FOR COSTS INCURRED BY NON-COMPLIANCE WITH THESE REGULATIONS AND/OR NEGLIGENCE.** Repetitive incidents will result in removal from the Institute's approved catering list.
- Refer to "work areas" section for more information on designated catering work areas.

Take Down/Clean up

- **Standard take down time is as follows: 2 hours for groups 0-500 guests; 3 hours for 500+ guests. This includes LOADING TRUCKS. Should additional time be required, the ITC will charge the client the overtime rate for ITC security and special event personnel to remain on site until catering clean-up is complete.**
- **Caterers are required to use the best care and judgment when tearing down, particularly in and around Exhibits and Exhibit cases.**
- Caterers are required to leave the building and grounds in the condition found at the beginning of the event.
- Caterers are responsible for any damages incurred due to negligence by catering staff before, during, and after events. **CATERERS WILL BE BILLED FOR COSTS INCURRED BY NON-COMPLIANCE WITH THESE REGULATIONS AND/OR NEGLIGENCE.** Repetitive incidents will result in removal from the Institute's approved catering list.
- **Additional take down/clean up requirements include the following:**

Proper trash removal

- No dragging of bags across the carpet or verandas, please utilize carts as needed to dispose of trash.
- Remove all trash, food, debris, etc. from the building.
- The ITC dumpster at the loading dock may be used for groups with 0-500 guests. Trash must be contained within the dumpster. The caterer must remove any overflow from the premises.
- Never throw trash in the ITC's paper recycle bin.
- For larger groups, a dumpster rental may be required or all trash must be removed from the premises by the caterer.

Carpet

- Dust pans, brooms, push sweepers and mops/buckets must be provided for clean-up inside & outside by catering services. Catering is responsible for all clean-up, ITC should be left as it was upon arrival.
- All debris must be removed! This includes but not limited to: safety pins, straight pins, broken glass, food debris, crumbs, flowers, greenery, chocolate, wax etc.
- All stains must be noted on the catering check-out form. The caterer will be billed for any stains or damage caused to the carpet that require additional cleaning.

Disposal of liquids

- Ice and water may be emptied into the drains located on either side of the driveway near loading dock parking area. If you are unsure, ask ITC staff for the exact location of these drains before disposing of liquids.
- No other liquids or solids may be disposed of and all must be removed from the ITC premises by caterer.
- **Under no circumstance should any liquids be dumped over the ITC verandas!**

Removal of rentals and/or equipment

- All equipment including tables, chairs, linens, staging, etc. must be removed immediately after the event.
- For night events: If a rental company will be picking up the night of the event, the caterer is responsible for ensuring they begin pick up immediately after the event. We recommend such companies arrive 30 minutes prior to event conclusion. Should such companies arrive late or require additional time to load then the allotted time frame for take down, the caterer will be charged for the additional time required. In some cases, we will ask the company to return the following morning prior to opening the museum for business.
- **Permission to leave equipment on ITC premises overnight must be pre-approved by the ITC Office of Facility Rental Events staff. If approved, ITC holds no responsibility for such items.**
- Care must be taken to ensure that no equipment belonging to the ITC is removed.

Mopping

- All catering work areas used must be mopped/swept, including outside verandas. Clean-up equipment must be provided by the catering company.
- Verandas must be polished of any debris and mopped paying careful attention to greasy spills.

Departing from ITC premises

- The onsite catering manager and/or supervisor must check in with the ITC Office Facility Rental staff prior to departure.
- A catering check-out form **MUST** be completed by the caterer.
- Should additional cleaning, mopping, equipment removal etc be required, the ITC Office of Facility Rental staff will ask the catering supervisor to complete such tasks prior to departure.

- Once the ITC Office of Facility Rental staff or designated representative conducts a final inspection of all guest and catering work areas, and all are in the same condition as prior to their arrival, caterers are then approved to depart the premises.

Pick Up

- Notify the ITC Office of Facility Rental staff of any pick-ups being coordinated for pre-approval. This includes but not limited to table and chair rentals, floral, linen pick-ups, etc. Contact the ITC Facility Rental staff for final approval prior to making final arrangements with outside companies.
- All equipment including tables, chairs, linens, staging, etc. must be removed immediately after the event.
- For night events: If a rental company is picking up the night of the event, the caterer is responsible for ensuring they begin pick up immediately after the event. We require rental companies to be on-site at conclusion of event for take down. Should companies arrive late or require additional time to load then the allotted time frame for take down, the caterer will be charged for the additional time required. In some cases, we will ask the company to return the following morning prior to opening the museum for business.
- **Permission to leave equipment on ITC premises overnight must be pre-approved by the ITC Office of Facility Rental staff. If approved, ITC holds no responsibility for such items.**
- Care must be taken to ensure that no equipment belonging to the ITC is removed.

Indoor Cooking

- Absolutely NO cooking is allowed indoors. **No Exceptions!**
- Bottled propane gas is not permitted for use inside the ITC.
- Sterno may be used to keep food warm. Under no circumstance should sterno be used to create a stove or cooking effect.

Outdoor Cooking

- Caterers must notify ITC Facility Rental Events staff and get pre-approval for outdoor cooking.
- ITC requires a 4' x 8' or larger plywood sheet (provided by the caterer) to be placed under BBQ grills or fry-o-lators and over the surrounding area to protect the surface on which they are placed.

Freight Elevator

- Special care must be taken in handling the doors to the freight elevator. Seek assistance from ITC staff on duty to assist.
- If the elevator is broken due to the negligence of the caterer, the repair bill will be charged to the caterer.

Carpet Protectors (Mats)

- ITC **does not** provide mats to caterers to protect the carpet around food and beverage stations.
- Mats must be placed by the caterer up to the legs of each of the serving tables on both sides of the serving area.
- For any rental of ITC mats, the Caterer will be billed for the use of the mats during the event, along with any damages, stains, or lost stains upon return.

Electrical

- Electricity is available only in certain areas of the facilities. Specific needs must be provided to the ITC Office of Facility Rental staff no later than one week prior to the event. This includes electrical needed in both work areas and guest/event areas. If we do not receive electrical requests, we cannot provide electrical in the areas you may require.

Parking

- Parking for catering staff is available in the back parking lot of the ITC. Entrance is on the corner of E. Cesar E. Chavez.
- Some events may have limited parking therefore we recommend carpooling.

Catering Trucks

- Height limit of all catering trucks is 12 feet.
- No more than two trucks can be parked at the loading dock and on the upper patio level at one time.
- After unloading at the lower loading dock, the caterer must move the truck immediately to the ITC staff/delivery back lot or as directed by ITC security.
- Trucks may NOT enter the upper loading area (back patio) prior to 2:00 P.M. Prior to 2:00 P.M. the lower loading dock must be used for access. During night events, trucks may remain parked on the upper patio or as directed by ITC security.

Alcoholic Beverages (Cash Bars, Open Bars)

Consumption of alcoholic beverages at catered events will be under the auspices of the caterer. If the caterer subcontracts to an alcohol provider, the caterer will still be held responsible and assume all responsibility for compliance with museum rules and regulations and all applicable state laws and regulations. Violations of the law regarding consumption of alcoholic beverages will be reported to the Texas Alcoholic Beverage Commission.

- ITC Events staff must be notified in advance if alcoholic beverages will be **served or sold** on ITC Premises.
- Only Approved caterers are permitted to provide cash bars for clients. A temporary “*permission to service*” letter is on file with TABC listing each of ITC’s approved caterers as approved to serve. Caterers should notify TABC when pulling a permit that the ITC has a letter on file allowing your organization permission to service alcohol at ITC. This permit letter is on file and renewed annually with the TABC.
- The ITC will assess a **Cash Bar fee** to the caterer based upon the number of guests in attendance. The Institute will bill this fee to the caterer following the event. Payment is due within 30 days. The fee schedule is as follows:

0 – 500 guests	\$200.00
501 – 800 guests	\$300.00
Over 800 guests	\$500.00

- NOTE! BARS: In accordance with the State of Texas Alcoholic Beverage Code, Section 61.11, each holder of a liquor license must display a “Felony Warning” sign where alcohol is served. According to the TABC code, the sign must be at least 6 inches high and 14 inches wide.

Decorations

- All decorations must be approved by the ITC Office of Facility Rental staff. The following restrictions apply:
 - ❖ Candles must be in a hurricane lamp or glass container, or in a similar protective container. This holder must have a wide, flat base and be very stable. Test: if the holder is bumped near the top, it should not tip over. The holder and the candle should be close to the same height. Candles are prohibited in any Back 40 building.
 - ❖ All paper products and decorations must test flame retardant and be placed at least 6 inches from flame. Catering staff will test all décor for flame retardency outside the building on the veranda. Any flammable décor is to be removed immediately.
 - ❖ No potted plants
 - ❖ No sparklers
 - ❖ No balloon decorations of any type are permitted.
 - ❖ No Mylar glitter or confetti may be used. This includes spray glitter on centerpieces.
 - ❖ Fog machines are not permitted in the building.
 - ❖ Water-cooled lasers are not permitted at ITC.
 - ❖ Due to straight pins sticking in the carpet we do not allow straight pins—plastic clips are preferred for attaching skirting and other decorative items. We also recommend large T-Pins.

Water

- Water is available as follows:
 - 1st floor-Snack Bar
 - 2nd floor-Next to the Freight Elevator
 - 3rd floor-Connally Kitchen
 - Outside areas-See ITC Office of Facility Rental staff for locations

Sweepers

- ITC requires sweepers which are responsible for sweeping throughout the event as well as keeping exhibits free of debris. Sweepers are to be assigned specific areas to keep clean during the event. The Institute does not provides brooms and dustpans. ITC requires a minimum of 2-3 sweepers for up to 500 guests and 3-4 sweepers for 501+guests.

Trash cans

- The ITC requires caterers to provide large, clean, trash cans with liners no less that 1.500 mil in thickness AND/OR the use of tray stands. Each must be serviced frequently throughout the event.
- At least 2 trash can or tray stands must be placed near each serving area, and strategically placed throughout the exhibits.

Catering Checklist

Before Event

- ✓ Submit electrical requirements to ITC Office of Facility Rental staff one week prior
- ✓ Submit catering diagram with food and bar placement to ITC Office of Facility Rental staff one week prior
- ✓ Notify ITC Office of Facility Rental staff of deliveries being coordinated
- ✓ Notify ITC Office of Facility Rental staff prior to subcontracting
- ✓ Provide contact information (name and cell phone number) of catering supervisor scheduled to work event
- ✓ Schedule a catering walk through with ITC Office of Facility Rental staff

Day of Event

- ✓ Earliest set up time on the Exhibit Floor is 4:00 p.m.
- ✓ Check in with ITC Office of Facility Rental staff upon arrival
- ✓ Ensure ALL catering equipment is in good working condition prior to event
- ✓ Make certain that all food/bar stations are at least 6 feet away from exhibits
- ✓ Provide sand buckets under tables with lighted sterno
- ✓ Ensure decorations are within ITC guidelines
- ✓ Provide adequate number of tray stands and trash cans
- ✓ Provide sweepers during event
- ✓ Provide floor mats
- ✓ Dispose of liquids and solids properly
- ✓ Remove all trash and debris
- ✓ Complete catering check-out form
- ✓ Participate in end of event walk through with ITC Office of Facility Rental staff

I have read and agree to the ITC Catering regulations, terms, and conditions stated above.

Date: _____

Catering Company: _____

Catering company Owner (please print): _____

Catering Owner Signature: _____

Catering Captain/Supervisor: _____