



TAMPA

## **CATERING & CONVENTION SERVICES PROCEDURES AND GUIDELINES**

The Seminole Hard Rock Hotel & Casino Tampa professional Catering & Convention Services team stands ready to assist with the responsibilities of planning all aspects of your forthcoming event. We will do our utmost to please you and your guests in every possible way! Please assist us in making your function successful by familiarizing yourself with the following information:

### GUEST ROOM AMENITIES

An array of Seminole Hard Rock specialty merchandise, Seminole Hard Rock logo wear and other specialty items are available throughout the Seminole Hard Rock Hotel & Casino for delivery to guest rooms. Please ask your Catering Manager for a complete list of creative possibilities.

### MENU SELECTIONS

In order for us to assure the availability of all chosen items, your menu selections should be submitted to the Catering office four weeks prior to the function date. Your Catering Manager will be happy to tailor a menu to your specific tastes and desires.

### GUARANTEES

In order to make your event a success, please notify the Catering Office of the number of guests attending by 12:00PM at least (3) business days in advance of the function. Once given, this guarantee is not subject to reduction. A 15% increase will be permitted if the Seminole Hard Rock Hotel & Casino is advised by 12:00 noon (1) day prior to the function. We will be happy to provide seating for an additional 5% beyond the guaranteed number at no charge; however, if attendance exceeds the 5% set, a \$5.00 per person surcharge will also be applied. If no guarantee is received at the appropriate time, the Seminole Hard Rock Hotel & Casino will assume the contacts expected count to be the guarantee and charges will be made accordingly.

### FUNCTION SPACE & PRICE COMMITMENTS

The event/group contact is responsible for abiding by these scheduled times as the Seminole Hard Rock Hotel & Casino Tampa may have commitments of function space prior to or following the arranged event. Private rooms and contractual prices are assigned to the number of anticipated attendees at the time the function is booked. The Seminole Hard Rock Hotel & Casino reserves the right to renegotiate these prices and or change the assigned function room(s) in the event of a decrease or increase in the number of attendees.

### PRICE CHANGES

All printed Catering menu prices are subject to change without notice; however, all contract prices will be honored.

### SERVICE CHARGE

The customary twenty one percent (21%) service charge will be added by the Seminole Hard Rock Hotel & Casino to all group banquet or hospitality suite charges.

## WINES

In the interest of gracious dining, we urge you to consider the inclusion of carefully selected fine wines with your function. The Seminole Hard Rock Hotel & Casino wine list offers a discriminating selection. Requests for quantity should be checked as to availability of supply. Vintages are subject to change.

## BEVERAGES

All beverage functions are arranged through the Catering office. We offer a complete selection of beverages to complement your function. As a licensee, the Seminole Hard Rock is responsible to abide by regulations enforced by the Florida State Liquor Commission; therefore, liquor, beer or wine cannot be brought into the Seminole Hard Rock Hotel & Casino from outside sources.

## PRESENTATION SERVICES/AUDIO-VISUAL

The Seminole Hard Rock Hotel & Casino has a fully-equipped audio-visual company on property which can handle any range of audio-visual requirements. The Seminole Hard Rock Hotel & Casino must be notified, in advance, of any outside company or producer coming on property. When an outside producer is hired, the Seminole Hard Rock Hotel & Casino requires that a minimum of one Seminole Hard Rock technician oversees the setup, operation and breakdown of the production. Charges will be applied accordingly. The Seminole Hard Rock Hotel & Casino will apply a 10% surcharge on any outside contractor supplying equipment or performing work which is available through the Seminole Hard Rock Hotel & Casino directly. All AV equipment will be set up 45 minutes prior to event start time based on room availability. Rental prices are per room, per day unless otherwise requested. Audio visual service orders require a minimum of 48 hour cancellation notice. Cancellations made later than this will be subject to a 50% cancellation charge.

## REGISTRATION TABLES & SIGNAGE

Registration, nametag, check-in, information tables or group signage may only be located outside the immediate entrance to the respective function room.

## SECURITY

The Seminole Hard Rock Hotel & Casino will not assume any responsibility for damages or loss to any merchandise or articles left or sent into the Seminole Hard Rock Hotel & Casino prior to, during or following your banquet or meeting. Arrangements may be made in advance for security of exhibits, merchandise or articles set up for display prior to or during the planned event. If additional security services will be needed a security fee will be billed directly to the master account.

## SPECIAL DECORATIONS AND SERVICES

We will be delighted to discuss with you any needs for your particular function such as ice sculptures, hand-carved centerpieces, thematic decorations, and menu and invitation printing. These and other services will be provided at a pre-arranged fee.

## LINEN

From its inventory, the Seminole Hard Rock Hotel & Casino will provide our house standard linens. Any special requests for linens not within our inventory can be made through your Catering Manager at an additional charge.

## FLORIST

We will be pleased to help you make arrangements with the Seminole Hard Rock Hotel & Casino's recommended florist. Centerpieces of freshly-cut, seasonal flowers for each round, buffet and head table are available. Speak with your Catering manager regarding your requirements.

## SHOW, STAGE, MUSIC & ENTERTAINMENT

We will be pleased to assist with the arrangements for these services or we can make recommendations and you can deal directly with the companies.

## ELECTRICAL REQUIREMENTS

The Seminole Hard Rock Hotel & Casino requires all electrical service needs to be submitted no later than fifteen (15) days prior to the function. Electrical charges may be billed directly to the master account.

## ANIMALS

We must approve the appearance of any animals in events at Seminole Hard Rock Hotel & Casino. Please contact a Catering Manager for specifics.

Live animal wet labs are not allowed in any of our convention facilities on Seminole Hard Rock Hotel & Casino property. This includes any medical demonstrations or experiments on live animals. Please contact a Catering Manager if you wish to perform any other demonstrations or experiments on Seminole Hard Rock Hotel & Casino property.

## SHIPMENT OF PACKAGES/PARCELS

**SPECIAL INSTRUCTIONS:** Shipments should be sent to arrive no more than 3 days prior to setup date. At the end of the event, arrangements should be made to ship items no more than 3 days after teardown date. Storage charges will be applied to shipments held more than 3 days. Handling of incoming items includes: Receiving item from carrier, up to 3 days of storage, delivery to the proper location inside the Seminole Hard Rock Hotel & Casino, pick up of packed items after the event, up to 3 days storage and placing items with carrier for shipment.

UNLESS SPECIFIED, ALL SHIPMENTS SENT FROM THE SEMINOLE HARD ROCK HOTEL & CASINO WILL BE SENT VIA FEDERAL EXPRESS AT GUEST EXPENSE.

## **SERVICE AND LABOR CHARGES**

BAR SERVICE - \$75.00 charge per bartender.

CHEFS - \$100.00 labor charge will be assessed for each Chef required for preparation for Stations.

CLEAN UP - Appropriate labor charges will apply to functions if more than standard cleanup is required at the conclusion of the event, i.e. trash, cartons, rice, etc.

GUEST ROOM FUNCTIONS/HOSPITALITY ROOM - \$150.00 labor charge will be assessed for all food and beverage functions held in guest rooms, including hospitality suites.

## OUTDOOR FUNCTIONS

All outdoor meal functions must be served buffet style. The Seminole Hard Rock Hotel & Casino reserves the right to make the decision to move any outdoor function inside in inclement weather or based upon impending inclement weather predicted by the National Weather Service Forecast. Parties will be moved inside due to wind, rain or a 40% or greater forecast of rain. The decision to move will be made (4) hours in advance of such functions in conjunction with the event/group contact. If the decision must be delayed or changed and it necessitates the Seminole Hard Rock Hotel & Casino to set both the indoor and outdoor function space, a \$10 per guest service charge will be billed according to party size and complexity of setup. Outdoor functions that have entertainment must conclude the entertainment by 12 a.m. due to local ordinance.



Catering Menu  
(Minimum of 10 Guests & Maximum of 25 Guests)

BREAKFAST

Here Comes The Sun  
Breakfast Buffet  
Fresh Fruit Juice Selection to Include  
Orange, Grapefruit and Tomato Juice  
\*\*\*

Fresh From Our Own Pastry Shop  
Croissants, Muffins, Danish Pastries, Coffee Cakes,  
Bagels  
Cream Cheese, Butter, Fruit Preserves  
\*\*\*

Sliced Domestic and Tropical Fruits and Seasonal  
Fresh Berries  
Served with a Yogurt Dip  
\*\*\*

Farm Fresh Scrambled Eggs with Chives  
\*\*\*

Maplewood Smoked Bacon  
\*\*\*

Roasted Red Potatoes with Fresh Herbs  
\*\*\*

Regular Coffee & Decaffeinated Coffee,  
A Selection Of Hot Teas  
\*\*\*

All Shook Up Plated Breakfast  
Fluffy Scrambled Eggs  
with Fresh Chives  
\*\*\*

Breakfast Potatoes  
\*\*\*

Choice of ONE of the following:  
Maplewood Bacon  
Country Sausage  
Honey Ham Steak  
\*\*\*

Regular Coffee & Decaffeinated Coffee,  
A Selection Of Hot Teas  
\*\*\*

Buttermilk Biscuits with Butter & Preserves  
\*\*\*

Bagel Station  
Variety of Flavored  
Cream Cheeses  
\*\*\*

BREAKS

Home-Style Cookies  
\*\*\*

Chocolate Dipped  
Cookies  
\*\*\*

Rock Around  
The Clock  
Freshly Baked Cookies  
Individual Bags of Chips  
Assortment of Soft Drinks  
Bottled Water  
\*\*\*

Fudge Brownies  
\*\*\*

Chocolate Dipped  
Rice Crispy Treats  
\*\*\*

BEVERAGE

Assorted Soft Drinks  
\*\*\*

Bottled Water  
\*\*\*

Sparkling Water  
\*\*\*

Juice by the Gallon  
\*\*\*

Milk by the Gallon  
\*\*\*

Coffee or Tea by the Gallon  
\*\*\*



### Catering Menu

(Minimum of 10 Guests & Maximum of 25 Guests)

## LUNCH

All Lunch Buffets Include  
Freshly Baked Rolls & Butter, Freshly Brewed  
Regular & Decaffeinated Coffee  
And A Selection of Hot Teas & Iced Tea.

**Walk This Way Lunch Buffet**  
Hard Rock House Salad  
\*\*\*

**Marinated Double Breast of Chicken**  
\*\*\*

**Chef's Fresh Catch of the Day**  
\*\*\*

**Fresh Seasonal Vegetables**  
\*\*\*

**Roasted Red Potatoes**  
\*\*\*

**Chef's Choice Dessert**  
\*\*\*

**I Love Rock N' Roll  
Lunch Buffet**  
Caesar Salad  
\*\*\*

**Pasta Salad**  
\*\*\*

**Assorted Deli Wraps & Sandwiches**  
\*\*\*

**Fresh Fruit Display**  
\*\*\*

**Assorted Potato Chips**  
\*\*\*

**Freshly Baked Cookies**  
\*\*\*

All Plated Luncheon Selections Include  
Freshly Baked Rolls & Butter, Freshly Brewed  
Regular & Decaffeinated Coffee  
And A Selection of Hot Teas & Iced Tea

### Plated Lunch Salad

Mixed Field Greens,  
Vine-Ripened Tomatoes,  
Cucumbers and Goat Cheese  
with Creamy Peppercorn Dressing  
\*\*\*

### Luncheon Entrée (Select ONE)

**Chicken Farfalle**  
Bow Tie Pasta with Grilled Chicken Breast  
with Red Pepper Pesto and  
Fresh Asparagus Tips  
\*\*\*

OR

**Sliced Tenderloin**  
Sliced Tenderloin  
Sautéed Green Beans  
and Garlic Mashed Potatoes  
\*\*\*

**Dessert**  
Chef's Choice  
\*\*\*

### Boxed Lunch

(Choose ONE of the Following Sandwich Specialties / All Served on a Kaiser Roll)

Oven Roasted Turkey Breast, Honey Baked Ham, Roast Beef, Tuna Salad, Chicken Salad  
\*\*\*

**Red Skin Potato Salad**  
\*\*\*

**Individual Bag of Potato Chips**  
\*\*\*

**Fudge Brownie or Cookie**  
\*\*\*



Catering Menu  
(Minimum of 10 Guests & Maximum of 25 Guests)

RECEPTION

Hors D' Oeuvres By The Piece

(50 Piece Minimum/Hors D' Oeuvres Must Be Purchased In Increments of 50 Pieces)

Spicy Chicken Empanada  
with Apple Chutney

\*\*\*

Asian Mushroom  
Spring Roll

\*\*\*

Buffalo Chicken Wings  
with Blue Cheese Dressing

\*\*\*

Pork Pot Stickers  
with Teriyaki Sauce

\*\*\*

Reception Displays

Vegetable  
Assorted Baby Vegetables

\*\*\*

Assorted Gourmet Dips

\*\*\*

Fresh Fruit  
Seasonal & Tropical Fruits

\*\*\*

Assorted Gourmet Dips

\*\*\*

Deluxe Cheese  
Assorted Cheeses

\*\*\*

Assortment of Crackers

\*\*\*

BEVERAGE PRICES

Hosted Bar

Available for 2, 3, 4 or 5 Hours

Beer, Wine, Soda      House Brands      Premium Brands  
Above Hosted Package Bars Also Include Assorted Domestic and Imported Beer, Featured House Wine,  
Soft Drinks, Fruit Juices, Mineral and Bottled Water.

Consumption and Cash Bar

Wine  
Selections Available Upon Request  
\$6.00+ + Per Glass  
(Upgrades Also Available)

Domestic Beers  
Budweiser, Bud Light,  
Miller Lite, O'Douls

\*\*\*

Imported Beers  
Heineken, Corona,  
Amstel Light

\*\*\*

House Brands  
Dewars, Jim Beam, Seagram's 7,  
Bacardi Light, Cuervo Gold Tequila  
Seagram's Vodka & Gin, Café Lolita

\*\*\*

Premium Brands  
Jack Daniels, Tanqueray, Chivas Regal,  
Bacardi 8 Year, Cuervo 1800, Absolut  
Vodka, Crown Royal, Courvoisier, Kahlua

\*\*\*

Drink Tickets Also Available

Buffets Include 1 1/2 Hours of Service. An Additional \$5.00+ + Per Person Will Be Charged for Each 1/2 Hour Of Additional Service.  
Above Items Are Not Transferable To Breaks & Cannot Be Substituted. Food & Beverage Cannot Be Brought In And/Or Removed from Any Private Function.  
Food & Beverage is Subject to Applicable Taxes & Service Charges. Prices, Service Charges, & Taxes are Subject to Change Without Notice.  
21% Service Charges and 6% Sales Tax



Catering Menu  
(Minimum of 10 Guests & Maximum of 25 Guests)

DINNER

All Dinner Buffets Include  
Freshly Baked Rolls & Butter, Freshly Brewed  
Regular & Decaffeinated Coffee  
And A Selection of Hot Teas & Iced Tea.

**Hungry Like The Wolf  
Dinner Buffet**  
Mixed Field Greens  
Assorted Accompaniments and Dressings  
\*\*\*

**Chef's Inspiration Composed Salad**  
\*\*\*

**Sliced Tropical Fruits and Melons  
Key Lime Dip**  
\*\*\*

**Whitefish Fillets with Diced Plum Tomatoes  
Garlic and Black Olives**  
\*\*\*

**Grilled Marinated Chicken Breast  
Roasted Garlic, Thyme, Forest Mushrooms  
Pinot Noir Sauce**  
\*\*\*

**Sautéed Fresh Vegetables with Pine Nuts**  
\*\*\*

**Oven Roasted Potatoes  
Tossed in Olive Oil and Rosemary**  
\*\*\*

**Assorted Rolls and Butter**  
\*\*\*

**Chef's Choice of Dessert**  
\*\*\*

All Plated Dinner Selections Include  
Freshly Baked Rolls & Butter, Freshly Brewed  
Regular & Decaffeinated Coffee  
And A Selection of Hot Teas & Iced Tea.

**Plated Dinner  
Salad**  
Mixed Field Greens, Vine-Ripened  
Tomatoes,  
Cucumbers and Goat Cheese  
with Creamy Peppercorn Dressing  
\*\*\*

**Dinner Entrée**  
(Select ONE)

**Grilled Salmon  
Truffle Beurre Blanc**  
Served with Sweet Corn and Potato Cake  
\*\*\*

OR

**Chicken Marsala  
Fresh Sautéed Wild Mushrooms**  
Served on a Bed of Pasta  
with Sautéed Fresh Vegetables  
\*\*\*

**Dessert  
Chef's Choice**  
\*\*\*



Technology Services

# TELEPHONE & INTERNET SERVICES

## Telephone Lines

Lines Do Not Include Telephone or Any Other Communication Hardware

### Basic In-House Line

Single Phone Line

Local & 800 Calls and Credit Card Lines

Calls Will Be Patched in By Operator

\*\*\*

### Direct Inward Dial Phone Line

Single Phone Line

Local & 800 Calls and Credit Card Lines

Calls Will Not Be Patched in By Operator

\*\*\*

### Long Distance

Direct Inward Dial Phone Line

Single Phone Line

Long Distance Call Capabilities

Local & 800 Calls and Credit Card & Fax Lines

Long Distance Charges Will Be Applied

\*\*\*

## Telephones

Telephones Do Not Include Telephone Lines

### Cordless Phone

Single Line Phone

\*\*\*

### Polycom

3 Mic Speaker Phone

Conference Call Capable

\*\*\*

### Digital Phone

Multi Line Speaker Phone

\*\*\*

## Upgrade Your Phone Device

### Voicemail

Compatible with All Phone Types

\*\*\*

### Rollover

Compatible with Digital Phones Only

Sends Calls to Next Available Line

\*\*\*

## Internet Connections

Internet Connections Do Not Include Computers or Any Other Communication Hardware

### Basic Internet Line

\*\*\*

### High Speed Internet Line

\*\*\*

### Wireless Internet Router

\*\*\*

### Communications or IT Technician

\*\*\*

\$50.00++ Fee Will Be Charged For Basic Installation Of All Telephone And/Or Internet Services.  
Telephone & Internet Is Subject To Applicable Taxes & Service Charges. Prices, Service Charges, & Taxes are Subject To Change Without Notice.  
Rental Prices Are Per Room, Per Day Unless Otherwise Requested. Prices May Vary With Requirements And Number Of Access Points. A Service Tech Will Provide A Quote.  
Phone & Data Orders Require A Minimum Of 48 Hour Cancellation Notice. Cancellations Made Later Than This Will Be Subject To A 50% Cancellation Charge.  
21% Service Charges and 6% Sales Tax



Technology Services

## AUDIO VISUAL SERVICES

### LCD Data Projector Package (up to 75 People)

(1) 1000 ANSI Lumens Projector; (1) Draped Cart; (1) Tripod Screen (up to 8')

### 1/2" Video Package

(1/2") VHS Video Player; (25"-27") Color Monitor; (54") Draped Cart

### Overhead Projector Package

Overhead Projector; Draped Cart; Tripod Screen (up to 8')

### Slide Projector Package

(35)mm Slide Projector with Zoom Lens; Draped Stand;  
Wireless Remote Control; Tripod Screen (up to 8')

### Client LCD Projector Set-up Package

#### Screens

60 x 60 to 96 x 96

10 x 10 Cradle

12 x 12 Cradle

6 x 8 Fastfold with Dress Kit

7 1/2 x 10 Fastfold with Dress Kit

9 x 12 Fastfold with Dress Kit

Black Velour Run Off Drape, Per Foot

Fiber Optic Curtain, Per Panel

#### Meeting Accessories

25' AC Extension Cord

Multi Outlet AC Strip

A-Frame Easel

48" Rolling Cart

Projector Stand

Laser Pointer

Whiteboard w/ Easel

#### Video and Production Equipment

VHS Camcorder with Tripod

Lighting Packages

Spotlight

Data Monitors, Plasma Screens

Data/Video Switchers, Interface Kits, Amplifiers

Professional video equipment available upon request.



Technology Services

## Audio Visual Services

### Sound System Package 100 (up to 100 People)

(1) Wired Microphone with Stand; (2) JBL 10" Speakers on Stands

### Sound System Package 200 (up to 200 People)

(1) Wired Microphone with Stand; (1) 4 Channel Mixer; (2) JBL 15" Speakers with Stands

### Wireless Mic System

UHF Handheld or Lavalier

### Mixing Consoles

4-Channel

8-Channel

12-channel

### Audio Components & Accessories

Standing Lectern Microphones

Lavalier Microphone

Mono Cassette Player / Recorder

CD Player

Speaker Phone

Teleconference Phone

### Flipchart Package

Flipchart Stand

(1) Pad, (2) Markers

### Labor - Service Charge

All basic equipment orders are subject to a service charge for installation and dismantle. Additional labor charges will apply to more complicated requirements, or last minute requests.

### Labor - Operators

7am to 5pm - Monday through Friday

5pm to 12 Midnight - Monday through Friday

7am to 5pm - Saturdays, Sundays, Holidays

12 Midnight to 7am - Seven Days a Week

Straight Time

Time-and-a-half

Time-and-a-half

Double Time

\$50.00++ Fee Will Be Charged For Basic Installation Of All Telephone And/Or Internet Services.

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Rental Prices Are Per Room, Per Day Unless Otherwise Requested. Prices May Vary With Requirements And Number Of Access Points. A Service Tech Will Provide A Quote.  
Phone & Data Orders Require A Minimum Of 48 Hour Cancellation Notice. Cancellations Made Later Than This Will Be Subject To A 50% Cancellation Charge.  
21% Service Charges and 6% Sales Tax