

# 2023 / 2024 Suites Catering Policies

Aramark Corporation would like to welcome you to Heritage Bank Center. Our dedicated team is deeply committed to ensuring that your suite needs are provided with the highest quality food and service. Our goal is to execute exceptional hospitality exceeding the expectations of our valued fans and guests and to be an entertainment venue leader.

Our culinary staff has made a professional commitment to quality. We use only the highest quality food products available to us, all of which will be prepared with the greatest care and always presented in the most creative way.

Our menus offer a broad selection to satisfy a wide variety of preferences and tastes. Should you find there is a special item or need not seen in this information please contact the Catering Department and we will do our best to accommodate your wishes. It is our honor and privilege to work with you and produce a satisfying and successful event.

We are the exclusive food and beverage provider at Heritage Bank Center. No outside food and beverages may be brought into any area of the arena, and no alternate catering services are permitted.

## Information and Billing

### Food

All food items must be supplied and prepared by Aramark Corporation. Menu selection and all other arrangements must be received by 11:00 a.m., three days prior to the function.

You may place orders by contacting Karen Schachleiter at 513-478-3641 or [schachleiter-karen@aramark.com](mailto:schachleiter-karen@aramark.com). All food and beverage orders *must have payment arranged prior to order confirmation*.

### Event Day Ordering

Select items on the enclosed menu are available for event day ordering. Orders will be taken up to the end of the 2nd intermission. Event Day menu items may require up to forty-five minutes for delivery. Please ask your suite ambassador to place the order.

An 18% administrative charge and 7.8% Ohio state sales tax will be added to the final invoice. Ohio requires administrative charges to be taxed.

Consuming raw or undercooked meats, poultry, seafood, shellfish, or eggs may increase your risk of food borne illness.

## Special Menu Requests

The menus are designed to appeal to a broad spectrum of tastes, diets, and budgets. Our culinary staff is adept at custom tailoring menus to your specific needs, be they dietary, or Epicurean. We look forward to assisting you in making your special event a memorable one.

Please contact Karen Schachleiter at 513-478-3641 or [schachleiter-karen@aramark.com](mailto:schachleiter-karen@aramark.com) to plan for your special requests.

## Beverages

Aramark Corporation, as a licensee, is responsible for the sale and service of alcoholic beverages in accordance with the rules and regulations of The State of Ohio Liquor Control Board. It is policy that Aramark Corporation must supply all liquor, wine and beer. Our catering staff will be pleased to assist you in selecting the appropriate beverages, both alcoholic and non-alcoholic, to complement your menu. We welcome your special beverage request for items not found on our menu. We ask that you please provide us with proper advance notice so that we can ensure we have your favorite items stocked and at the appropriate temperature for service on event day. Bottles or cans are not to be taken outside of your suite. By law, minors (person under the age of 21) cannot consume or be served alcoholic beverages; it is the responsibility of the suite holders to oversee alcohol consumption within your suite. If you would prefer, a bartender may be provided for your suite to assume this responsibility. Cost per bartender is \$35.00 per hour (4-hour minimum). Aramark Corporation reserves the right to check for proper identification and refuse or terminate beverage service at any time.

**Alcoholic beverages may not be removed from the premises.**

**For suites without a par-restocking agreement, Aramark reserves the right, in its sole discretion, to dispose of any unconsumed or unopened food and beverage at the end of each event and to restock certain items for subsequent events and credit will not be given for any such items.**

Aramark Corporation asks all Suite holders and their guests to drink responsibly and to please not drink and drive. On certain occasions, Heritage Bank Center may promote events where consumption of alcoholic beverages is prohibited. During these events, all suite guests must adhere to this policy.

## Beverage Restock Program

The restock program offers you the convenience of having Aramark Corporation stock your suite with the beverages of your choice. Near the conclusion of every event, we audit your designated liquor cabinet and refrigerator to determine what is needed to match your par level. We will then restock your suite the following day. Par level forms will be supplied on request. Please contact Karen

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Schachleiter at 513-478-3641 or [schachleiter-karen@aramark.com](mailto:schachleiter-karen@aramark.com) to participate in this convenient service program.

## **Suite Ambassadors**

Suite ambassadors are assigned to check on your suite throughout the event. For more personal attention, a personal Aramark Suite Ambassador may be added to your Suite to assist in serving the food and beverages and to accommodate any request you or your guests may have. Cost per Suite Ambassador is \$35.00 per hour (4-minimum).

## **Cancellations**

If an event is cancelled after the doors have been opened all orders will be completed and billed as usual. If doors do not open, orders will not be billed.

## **Administrative Charge & Tax**

There is an 18% administrative charge and 7.8% sales tax applied to all food and beverage orders. Administrative charges are subject to sales tax in the State of Ohio. This Administrative Charge does not represent a tip, gratuity, or service charge for the benefit of service employees. However, please note that 60% of this Administrative Charge is distributed to certain employees as additional wages.

## **Methods of Payment**

Following are the payment options for suite holders. Please review these options to determine which best suits your suite's needs.

### ***Option #1 – Credit Card on File***

As a Suite holder, you may place a credit card on file with the Aramark Suite Catering office to be used for food and beverage charges (including the beverage restock program). At the end of an event, you will be required to sign the customer summary, *eliminating the need to present a credit card*.

MasterCard, VISA, Discover, and American Express are the only major credit cards accepted by Aramark.

### ***Option #2 – Escrow Account***

An escrow account is a convenient way to pay for your purchases in advance without utilizing a credit card. Prior to the beginning of the season, a check is sent to the Aramark Suite Catering office to be deposited in the escrow account. As charges are made for food and beverage, deductions are made from the escrow account. You will receive copies of the customer summaries from each game itemizing all charges.

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An escrow account can be initiated with a minimum balance of \$5,000; however, we recommend \$10,000 for the initial payment. When the escrow balance drops below \$1000, you will be asked to replenish your account. If the escrow balance reaches \$0, you will be asked to provide a credit card for all charges until the escrow account is funded.

### ***Option #3 – Advance Payment***

Advance payment for food and beverage is another option. The Suite Catering office will provide you with a total of all charges based upon the Advance order. All Advance payments (cash, credit card, and certified check) must be received at least **7 days prior** to the event. Please advise your guests that they will be responsible for any additional orders over and above the initial suite order. Suite attendants will be required to ask for payment at the time the order is placed.

### ***Option #4 – Payment at Conclusion of the Game***

This option is not available for advance ordering.

Please advise your guests that they will be responsible for all food and beverage charges incurred during the game. Just as if you were setting up a “tab” at a bar, our suite attendants will be required to ask for a credit card at the beginning of the game. All charges will be posted to this credit card during the game and a signature will be required at the end of the game.

***For suites with shared ownership, each partner in the suite is required to establish a separate account with the Aramark Suite Catering office with a calendar of days each partner will be using the suite.***

### **Liability**

Aramark Corporation reserves the right to inspect and control all private functions. Liability for damage to the premises will be charged accordingly. The client agrees to accept responsibility for any damage done by their group to the function room or arena, prior to, during or following their function. Aramark Corporation cannot assume any responsibility for personal property and equipment brought into the suite and banquet areas.

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## **Suite Menu**

### **Packages (Serves 8)**

#### **The Cyclones Package**

##### **Grilled Hamburgers**

served with caramelized onions, mushrooms, bacon & appropriate condiments

##### **All Beef Hotdogs**

served with New York pushcart onions  
and all the appropriate condiments

##### **Loaded Potato Salad**

##### **Pasta Salad**

##### **Blondies**

Saratoga chips & BBQ sauce for dipping

**\$375**

#### **To further enhance your experience**

Try Glier's sausages: \$105

#### **Tour the boroughs, NY**

##### **Chef salad**

Tossed salad mix that is topped with egg, bacon bits, swiss cheese, ham, turkey, cucumber, tomatoes, onion, and croutons. Served with ranch dressing.

##### **Pork potstickers and spring rolls**

Deep fried pork potstickers and vegetable spring rolls are accompanied by sweet chili sauce

##### **Pastrami on Rye**

Thin sliced pastrami on rye, with swiss cheese and a horseradish mustard

##### **Chicken parmesan sliders**

Parmesan chicken breast topped with sliced provolone and house made marinara sauce

##### **NY style cheesecake**

Traditional cheesecake that is topped with strawberry glaze

**\$425**

#### **To further enhance your experience**

NY style Reubens \$140

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## **The V.I.P. Package**

*(this package requires orders to be received FOUR days prior to the event date)*

### **Appetizers**

#### **Shrimp Cocktail Shooters**

Traditional jumbo shrimp marinated in our special beer & herb broth, chilled and served with zesty cocktail sauce & fresh lemon wedge

#### **Charcuterie Board**

rustic display of prosciutto ham, spicy capicola, pepperoni, and genoa salami. Along with crackers, horse radish mustard, grilled vegetables, olives, fresh mozzarella, and grilled French bread.

### **Sides**

**Oven Roasted Baby Red Potatoes topped with parmesan cheese**

**Grilled Seasonal Vegetables**

### **Main Course**

***Choose One:***

**Chef Carved Herb Roasted Tenderloin of Beef**

served with creamy horseradish sauce and silver dollar rolls

**OR**

**Chef Assisted Pasta Bar**

two types of pasta, arabiatta & alfredo sauces, shrimp, sausage, grilled chicken, an assortment of fresh vegetables and parmesan cheese served with garlic bread sticks

### **Dessert**

Chocolate mousse shooters

### **Snack**

Saratoga chips and onion dip

**\$550**

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## **Cold Hors D'oeuvres (Serves 8)**

### **Shrimp Cocktail Shooters**

traditional jumbo shrimp marinated in our special beer & herb broth, chilled and individually served with zesty cocktail sauce & fresh lemon wedge

**\$125**

### **Charcuterie Board**

rustic display of prosciutto ham, spicy capicola, pepperoni, and genoa salami, along with crackers, whole grain mustard, grilled vegetable, olives, fresh mozzarella and grilled French bread

**\$90**

### **Gourmet Cheese Platter**

fine selection of artisanal & domestic cheeses, grapes & berries accompanied by assorted table crackers

**\$90**

### **Farmers' Market Vegetable Crudités**

fresh crisp garden vegetables served with ranch style dressing

**\$56**

### **Seasonal Fresh Fruits & Berries**

sliced melons and pineapple along with an array of berries and grapes

**\$68**

## **Hot Hors D'oeuvres (Serves 8)**

### **Spicy Buffalo Wings**

served with celery, carrot sticks & blue cheese dressing

**\$94**

### **Chicken Tenders**

served with honey mustard & bbq sauce

**\$83**

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### **Arabiatta Meatballs**

Italian meatballs topped with arabiatta sauce, pesto, and parmesan cheese

**\$84**

### **Loaded Nachos**

Tri-colored chips topped with pico de gallo, queso cheese sauce, shredded cheddar, jalapenos, and your choice of grilled chicken or taco seasoned beef.

**\$125**

### **Sports Bar Sampler**

Potato skins, Gliers goetta bites, and crispy chicken tenders served with a jalapeno cheese sauce, sour cream, bbq, and honey mustard sauces

**\$134**

## **Salads & Sides (Serves 8)**

### **Classic Caesar Salad**

romaine, croutons, shredded parmesan cheese, served with creamy caesar dressing

**\$54**

with chicken

**\$66**

### **Chef Salad**

Tossed salad mix that is topped with egg, bacon bits, swiss cheese, ham, turkey, cucumber, tomato, onion, and croutons. Served with ranch dressing.

**\$54**

### **Pasta salad**

Cavatappi pasta filled with fresh cut vegetables, fresh mozzarella, and cheddar cheese and mixed with Italian dressing

**\$49**

### **Loaded Potato Salad**

loaded with cheddar, bacon, chives, mayo, and sour cream

**\$46**

### **Mac & Cheese**

baked piping hot

**\$54**

### **Seasonal Vegetables**

**\$46**

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## **Sandwiches (Serves 8)**

### **Chicken parmesan sliders**

Breaded chicken breast that are deep fried and topped with house made marinara and provolone cheese

**\$130**

### **Pulled Pork BBQ**

served with extra bbq sauce and fresh rolls

**\$134**

### **Taco Twelve Pack**

Six of each soft taco; Grilled chicken and marinated skirt steak, with a tasty, shredded cabbage mix, topped with a queso fresco and a chipotle sour cream.

**\$100**

## **Hot Entrees (Serves 8)**



hearty Skyline chili, coney dogs, spaghetti, onions, and shredded cheddar cheese

**\$150**

### **Grilled Hamburgers**

with caramelized onions, mushrooms, and bacon. Served with lettuce, tomato, onion, fresh hamburger buns and appropriate condiments

**\$125**

### **All Beef Jumbo Hot Dogs**

served with New York pushcart onions, and all the appropriate condiments

**\$84**

### **Chicken Parmesan with Pasta**

Breaded chicken parmesan that is topped with house made marinara and provolone cheese that is placed on a bed of marinara and pasta

**\$134**

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### **Glier's Sausage Duo**

**Brats and Hot Mett**

grilled and served with fresh buns, sautéed peppers, onions and the appropriate condiments

**\$105**



### **Donatos Pizza**

*every pizza starts with Donatos famous thin crust & then loaded with toppings from edge to edge!*

#### **Original Pepperoni Pizza**

pepperoni, natural provolone cheese

**\$44**

#### **Serious Cheese**

a serious layer of natural provolone cheese

**\$44**

#### **The Works**

pepperoni, sausage, mushrooms, green peppers, onions, natural provolone cheese

**\$48**

#### **Vegetable Pizza**

fresh vegetables, natural provolone cheese

**\$48**

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## **Dips**

*dips are served with tri color chips*

### **Spinach & Artichoke Dip**

**\$85**

### **Skyline chili dip**

Skyline chili and cream cheese are layered and topped with cheddar cheese.

**\$105**

### **Seven Layer Dip**

refried beans, guacamole, sour cream, tomatoes, jalapenos  
shredded cheddar & salsa

**\$75**

## **Snacks**

### **Tri Colored Chips and Salsa**

Tri colored chips with salsa

**\$38**

### **Soft Bavarian Pretzel Sticks**

served with house made beer cheese

**\$46**

### **Souvenir Bottomless Popcorn**

includes two souvenir buckets

**\$40**

### **Salted In Shell Roasted Peanuts**

served in a Cyclones souvenir helmet and bucket

**\$32**

### **Saratoga chips with Onion Dip**

**\$24**

### **Pita and hummus**

House fried pita chips served with hummus

**\$48**

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## **Desserts (Serves 8)**

### **Chocolate Blondie Platter**

delectable chocolate blondies

**\$35**

### **NY style cheesecake**

Traditional New York cheesecake that is topped with strawberry glaze

**\$80**

### **Fresh Baked Cookie Platter**

tempting variety of fresh baked cookies

**\$48**

### **Chocolate Mousse shooters**

**\$55**

## **Kids Corner (Serves 8)**

### **Chicken Tenders**

Every kid's favorite

**\$44**

### **Hot dogs**

**\$42**

### **Macaroni and Cheese**

**\$44**

### **Worms In Dirt**

*a kid's classic!*

oreo cookies, whipped topping, chocolate pudding, gummy worms

**\$54**

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## **Beverages**

### **Soft Drinks**

(12oz cans sold by the six pack)

**R/C Cola**

**Diet Rite**

**7-Up**

**Hawaiian Punch**

**Sunkist**

**Diet Sunkist**

**Big Red**

**A&W Root Beer**

**\$18**

### **Bottled Water**

**Pellegrino sparkling water**

(Six pack – 16.9oz bottle)

**\$34**



(Six pack – 16.9oz bottle)

**\$28**



### **Domestic Beer**

(12oz cans)

(Sold by the six pack)

**Coors Light**

**Miller Lite**

**Miller 64**

**Bud Light**

**Budweiser**

**Sharp's**

**\$30**

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## **Crafts and Hard Seltzers**

(12oz cans sold by the six pack)

**50 West Coast to Coast IPA**

**White Claw**

**\$48**

**High Noon & Nutri**

(12oz cans sold by the six pack)

**\$58**

## **Cyclones Beer Tower**



**1/2 Tower \$30 – Full Tower \$56**

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## **Juice Mixers**

*(32oz bottles)*

**Orange  
Grapefruit  
Cranberry  
\$14.00**

**Pineapple**  
6 pack 6oz cans  
**\$18**

**Sweet & Sour  
\$14.00**

## **Canada Dry Mixers**

*(6 Pack)*

**Ginger Ale  
Club Soda  
Tonic  
\$18.00**



## **Ole Smoky Moonshine**

**A jar of Blackberry with a pitcher of Lemonade - \$125  
A jar of Hunch Punch and a six pack of 7-UP - \$125**

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## **Liquors**

*(750ml bottles)*

### **Vodka**

**Smirnoff**

**\$52.00**

**Tito's**

**\$90.00**

**Grey Goose**

**\$95.00**

### **Gin**

**Tanqueray**

**\$68.00**

### **Rum**

**Bacardi Light**

**\$46.00**

**Captain Morgan**

**\$62.00**

### **Tequila**

**Patron Silver**

**\$160**

**Jose Cuervo Gold**

**\$68.00**

### **Bourbon**

**Jim Beam**

**\$70.00**

**Makers Mark**

**\$95.00**

### **Whiskey**

**Jack Daniel's**

**\$90.00**

**Crown Royal**

**\$94.00**

### **Scotch**

**Dewar's**

**\$90.00**

**Chivas Regal**

**\$98.00**

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## **Wines**

**Woodbridge White Zinfandel, CA \$30**

**Woodbridge Chardonnay, CA \$30**

**Woodbridge Cabernet Sauvignon, CA \$30**

**Estancia Pinot Grigio, CA \$40**

**(Each 750ml bottle has 5 servings)**

*If you have a favorite wine you would like,  
please let us know seven days before your event  
and we will gladly stock it in your Suite*

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