

# 2019 / 2020 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 service exceeding the expectations of our valued fans and guests and ultimately 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 presented in the most creative way at all times.

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 2<sup>nd</sup> 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% 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 make arrangements for your special requests.

## Beverages

Aramark Corporation, as a licensee, is responsible for the sale and service of alcoholic beverages in accordance to 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 of 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 strictly 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% sales tax applied to all food and beverage orders. Administrative charge is 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 balances 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**

#### **Half-Pound Grilled Hamburgers**

served with caramelized onions, mushrooms, & appropriate condiments

#### **Nathan's Famous All Beef Hotdogs**

served with fire roasted peppers and onions, sauerkraut  
and all of the appropriate condiments

#### **Baked Beans**

#### **Loaded Potato Salad**

#### **Mac N Cheese**

#### **Blondies**

#### **Potato Chips & Onion Dip**

**\$290**

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

Try Glier's sausage trio: \$80

### **Taste of Italy Package**

#### **Traditional Caesar Salad**

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

#### **Caprese Salad Skewers**

Buffalo mozzarella and grape tomatoes on a bed of arcadian mix drizzled with pesto

#### **Chicken Parmesan and Pasta**

parmesan chicken breast topped with fresh mozzarella and marinara sauce

#### **Piping Hot Vegetarian Lasagna**

a medley of carrots, spinach, and broccoli in a tasty cream sauce layered between pasta  
noodles and three cheeses (ricotta, mozzarella, and parmesan)

#### **Garlic Herb Breadsticks**

#### **Tiramisu**

coffee flavored Italian dessert, with layers of lady fingers, mascarpone cheese, and  
powdered chocolate

**\$300**

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

add our Italian meatball hoagies \$70

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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**

grilled 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, whole grain mustard, grilled vegetable, olives, fresh mozzarella, and grilled French bread.

### **Sides**

#### **Oven Roasted Herbed Redskin Potatoes**

#### **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, marinara & alfredo sauces, shrimp, sausage, grilled chicken, an assortment of fresh vegetables and parmesan cheese served with garlic bread sticks

### **Dessert**

Strawberry and chocolate mousse shooters

### **Snack**

snack mix

**\$475**

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

### **Shrimp Cocktail Shooters**

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

**\$95**

### **Caprese Salad Skewer**

Buffalo mozzarella and grape tomatoes on a bed of arcadian mix drizzled with pesto

**\$50**

### **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

**\$60**

### **Gourmet Cheese Platter**

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

**\$56**

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

fresh crisp garden vegetables served with ranch style dressing

**\$40**

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

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

**\$44**

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

### **Spicy Buffalo Wings**

served with celery, carrot sticks & blue cheese dressing

**\$70**

### **Chicken Tenders**

served with honey mustard & bbq sauce

**\$64**

### **Kentucky Bourbon BBQ Meatballs**

made with just a dash of Kentucky's finest bourbon

**\$65**

### **Nachos**

warm nacho cheese, sour cream, and pico de gallo  
served with tri-colored chips

**\$50**

### **Sports Bar Sampler**

loaded potato skins, Gliers goetta bites, and crispy chicken tenders  
served with sour cream, bbq, and honey mustard sauces

**\$95**

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

### **Classic Caesar Salad**

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

**\$43**

with chicken

**\$50**

### **Garden Salad**

mixed field greens with chopped romaine, carrots, cucumber, radishes, red onion, and  
dried cranberries. served with a raspberry vinaigrette

**\$40**

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### **Pasta salad**

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

**\$40.00**

### **Loaded Potato Salad**

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

**\$32**

### **Mac & Cheese**

baked piping hot

**\$36**

### **Seasonal Vegetables**

**\$35**

## **Sandwiches (Serves 8)**

### **Pulled Pork BBQ**

served with extra bbq sauce and fresh rolls

**\$100**

### **Turkey BLT Wraps**

sundried tomato basil, flour, and spinach tortilla loaded with sliced turkey, bacon as well  
as, cheddar cheese, lettuce, tomato, and citrus pepper aioli

**\$75**

### **Taco Twelve Pack**

four of each protein; marinated beef, grilled chicken, and spiced pork topped with a tasty  
shredded cabbage mix and a chipotle sour cream.

**\$60**

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illness.

## Hot Entrees (Serves 8)



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

**\$120**



### **Nathan's Famous All Beef Jumbo Hot Dogs**

served with fire roasted peppers and onions, sauerkraut and all of the appropriate condiments

**\$54**

### **Grilled Hamburgers**

*Just Like in Your Backyard!*

grilled to perfection, served with lettuce, tomato, onion, fresh hamburger buns and appropriate condiments

**\$75**

### **Chicken Parmesan with Pasta**

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

**\$95**

### **Glier's Sausage Trio**

**Bratwurst, Goetta Dog, and Hot Mettwurst**

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

**\$80**

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### **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

**\$30**

#### **Serious Cheese**

a serious layer of natural provolone cheese

**\$30**

#### **The Works**

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

**\$36**

#### **Vegetable Pizza**

fresh vegetables, natural provolone cheese

**\$36**

### **Dips**

*dips are served with tri color chips*

#### **Spinach & Artichoke Dip**

**\$60**

#### **Skyline chili dip**

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

**\$65**

#### **Seven Layer Dip**

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

**\$44**

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## **Snacks**

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

house fried chips with salsa

**\$26**

### **Soft Bavarian Pretzel Sticks**

served with queso

**\$30**

### **Saratoga Chips**

house-fried potato chips with onion dip or bbq sauce

**\$20**

### **Souvenir Bottomless Popcorn**

includes two souvenir buckets

**\$35**

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

served in a Cyclones souvenir helmet and bucket

**\$25**

### **Potato Chips with Onion Dip**

**\$18**

### **Gardetto Snack Mix**

**\$20**

### **Pita and hummus**

House fried pita chips served with hummus

**\$25**

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## **Desserts (Serves 8)**

### **Chocolate Blondie Platter**

delectable chocolate blondies

**\$28**

### **Assorted Individual Cheesecakes**

a variety of individual cheesecakes

**\$55**

### **Fresh Baked Cookie Platter**

tempting variety of fresh baked cookies

**\$30**

### **Strawberry and Chocolate Mousse shooters**

**\$45**

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

### **Chicken Tenders**

every kid's favorite

**\$36**

### **Hot dogs**

**\$35**

### **Macaroni and Cheese**

**\$36**

### **Worms In Dirt**

*a kid's classic!*

oreo cookies, whipped topping, chocolate pudding, gummy worms

**\$40**

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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**  
**\$13**

**Deja Blue**  
*(6 pack - 12oz bottle)*  
**\$13**



**Domestic Beer**

*(12oz cans)*  
*(sold by the six-pack)*

**Coors Light**  
**Miller Lite**  
**Miller 64**  
**Bud Light**  
**Budweiser**  
**Sharp's**  
**\$19.50**

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## **Crafts and Hard Seltzers**

(12oz cans sold by the 6 pack)

**50 West Coast to Coast IPA**

**Taft's Nellie's**

**Vive**

**\$42**

## **Cyclones Beer Tower**



**½ Tower \$22 – Full Tower \$40**

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## **Juice Mixers**

*(32oz bottles)*

**Orange**  
**Grapefruit**  
**Cranberry**  
**\$9.00**

**Sweet & Sour**  
**\$10.50**

## **Canada Dry Mixers**

*(6 Pack)*

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



## **Ole Smoky Moonshine**

**A jar of Blackberry with a pitcher of Lemonade - \$90**

**A jar of Hunch Punch and a six pack of 7-UP - \$90**

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## **Liquors**

*(750ml bottles)*

### **Vodka**

**Smirnoff**

**\$48.00**

**Absolut**

**\$68.00**

**Grey Goose**

**\$85.00**

### **Gin**

**Tanqueray**

**\$59.00**

### **Rum**

**Bacardi Light**

**\$44.00**

**Captain Morgan**

**\$52.00**

### **Tequila**

**Jose Cuervo Gold**

**\$59.00**

### **Bourbon**

**Jim Beam**

**\$60.00**

**Makers Mark**

**\$80.00**

### **Whiskey**

**Jack Daniel's**

**\$75.00**

**Crown Royal**

**\$75.00**

### **Scotch**

**Dewar's**

**\$70.00**

**Chivas Regal**

**\$80.00**

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## **Wines**

**Woodbridge White Zinfandel, CA \$26**

**Woodbridge Chardonnay, CA \$26**

**Woodbridge Cabernet Sauvignon, CA \$26**

**Estancia Pinot Grigio, CA \$29**

**(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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