



Planning your Event

Anyone who plans
an event has a lot
on their plate.

The flowers. The band.
A million little things
that could chip the shiny
veneer of perfection.

Our expert event planners
are more than on your side.

They're at your side.

Allowing hosts to lift their
heads from the tiny details.

And see the big
magnificent – picture.



PLANNING YOUR EVENT

BOOKING YOUR EVENT

As the exclusive event manager and caterer for the Chase Center on the Riverfront, Sodexo looks forward to making your event memorable. A Sales Manager will tentatively hold a function date up to 14 days without a deposit or contract. To confirm an event as definite, a non-refundable deposit of 25% of the estimated revenue or the food and beverage minimum for the space reserved, whichever is greater, and a signed contract is required.

FACILITY

There are no facility rental fees if you meet a minimum purchase of food and beverage for each specified room. Please inquire with our sales staff for minimums or facility usage fees.

GUARANTEES

A final attendance guarantee must be specified by 12 Noon, **four business days** prior to the event. This guarantee is not subject to reduction. If a guarantee is not received four business days prior to the event, the estimated count will be used as the final guarantee. Attendance increases after the final guarantee, is subject to Chef's approval who reserves the right to substitute menu items. We will prepare for 2% above the guarantee, and you will be charged whichever is greater, the guarantee or number of guests served.

EVENT DETAILS

All arrangements should be finalized **at least four weeks** in advance of your function. A Banquet Event Order and floor plan of your event will be submitted to you for approval. It is the client's responsibility to review all arrangements, notify your event coordinator of any changes, and return the agreement signed at least three weeks prior to the date of the function.

PAYMENT

Sodexo accepts payments by money order, personal and/or corporate check. A signed copy of the contract and **deposit of 25% of the estimated** food, beverage and rental fee(s) is due within ten business days. The **final balance** must be paid in full by 12 noon, four days prior to the event based on the final guaranteed number of guests. Should proper payment not be received within the designated time, Sodexo reserves the right to cancel the event. **Any additional charges** during the event will be due within 5 business days following the completion of the event.

STAFFING CHARGE

All food and beverage is subject to a 22% staffing charge unless otherwise specified in a packaged menu. The Staffing Charge is not a gratuity, but covers labor expenses for staffing your event and may exceed our actual labor cost. Gratuity is offered at the sole discretion of the customer. Additional line item labor charges may still apply. Check with your sales manager for further clarification.

EVENT GUIDELINES

Please see our facility event guidelines for all additional information for hosting an event at the Chase Center.



EVENT PLANNING TIMELINE

At the Chase Center we want to provide you with the very best and well organized service. I am providing this timeline to assist in that endeavor. By providing the information below in the timeframe specified we will be able to plan for and order staff, food, beverages and linen needed for your event.

Banquet Event Order Requirements (BEO)

Timeframe Due Prior to Event

Signed Contract & Security Deposit	Within 10 days of contract being sent
Pre-Payment due (50% of event value)	Due 6 months from event date for SOCIAL clients Due 3 months from event date for CORPORATE clients (See contract for pre-payment schedule)
Menus	15 Business Days
Estimated # of Guests	15 Business Days
Rental Needs	15 Business Days (or as early as possible)
Linen Choices	15 Business Days (or as early as possible)
Timeline of Event	15 Business Days
Preliminary Floor Plan(s)	15 Business Days
Special Menu Requests	15 Business Days
Meeting Details	15 Business Days
Signed BEO	10 Business Days
Final Guest Guarantee	4 Business Days (15 Business Days for Weddings)
Final Floor Plan	7 Business Days
Guarantee Invoice	4 Business Days prior (when paying by Credit Card or Cashier's Check) 7 Business Days prior (when paying by check) 14 Business Days prior (for Weddings)
Post Event Invoice	Payment due within 5 days of receipt

Please Note: Changes made to the final BEO within 72 business hours may result in the Chase Center not being able to accommodate the change and if so, additional charges may apply.

Client Signature/Date: _____



EVENT GUIDELINES

AUDIO VISUAL SERVICES

All Audio Visual needs are serviced and provided by Riverfront Audio Visual, the exclusive in-house provider. Their services may include, but are not limited to, podiums, staging, sound, video projection, electric, power, internet, easels, flipcharts, drape, lighting, set design and production labor. There is a separate contract and separate invoice from Riverfront Audio Visual for these services. To speak to someone in RAV sales, call 302.472.0118 x3 or visit www.riverfrontav.com.

BANNERS AND SIGNAGE

Event Signage should be delivered no more than 3 business days prior to the event, to the Chase Center Security Office, located in the rear of the facility. Signage should be light-weight material, suitable for hanging indoors, with roping and grommets. No signage may be hung outdoors, unless renting the entire facility. All signage will be hung on interior pre-determined guide wires within your rented event space at the following pricing:

One to three banners	\$50
Four to six banners	\$100
Seven to nine banners	\$150
Ten banners	\$200
Each additional banner	\$10 each
Roping or zip ties	\$2 per banner

Complex or custom designed displays will be charged on an hourly basis to cover lift, time and labor.

Signage is hung and removed during regular business hours. Special requests may incur additional fees. It is the Client's responsibility to **pick up signage within 3 business days** after the event from the Security Office, or it may be discarded. No banners, posters or signs may be hung by anyone other than facility staff.

Signage is most commonly hung in the following locations dependent upon facility usage:

- Above the entrance to Christina Ballroom – maximum dimensions are 26' wide by 8' high.
- From the center beam in the Lobby – maximum dimensions are 12' wide by 12' high.
- From any of the columns (vertical signage only) – maximum dimensions 28" wide by 7' high.
- From guide wires in Christina Hallway (max. of four) – maximum dimensions 10' wide by 6' high.
- Above the entrance to Riverfront Ballroom – maximum dimensions 12' wide by 6' high.
- From the first row of beams in Governors' Hall – maximum dimensions 18' wide by 6' high.

BARTENDER FEES

Cash and Consumption Bars require one bartender per every 75 guests up to 200 guests, then approximately one additional bartender for every 100 guests thereafter. \$100 for each bartender up to four-hours and \$35 for each additional hour. Please Note: All cash bars close 15 minutes prior to the conclusion of the event time.

BUSINESS CENTER

Located behind the information desk, the business center is available upon request for copier, fax and office services, additional costs may apply. Complimentary wireless Internet access is available throughout the facility, with a password. An ATM is located on site.

COAT CHECK

At the clients' request, coat check will be provided in seasonal weather with one attendant per 150 guests, \$100 for up to four-hours, and \$35 for each additional hour.

DANCE FLOORS

The Chase Center will provide the following sized wood parquet dance floors on a first come basis. Should your event require additional panels or if the Chase Center's inventory is depleted, additional 3' x 3' squares are available for \$22 each.

- 30' x 30' in Wilmington Hall
- 27' x 27' in Riverfront Ballroom
- 24' x 24' in Governor's Hall
- 21' x 21' in Christina Ballroom

DECORATIONS

Decorations, posters, signs or displays brought into the Chase Center must be approved before the event. Items may not be attached to walls, windows, drapes and/or columns. The following machines are not permitted: Popcorn, Peanuts, Snow, Fog or Bubble, Spray String, Confetti and Cotton Candy. No open flame décor is permitted. Balloons are permitted only when weighted. Charges may apply if a lift is required to remove any balloons from the ceilings after an event.

A recommended list of service vendors will be provided for any additional services your event may need.

EQUIPMENT

While the Chase Center may have a large inventory of equipment, this inventory may be limited depending on the number of guests or the type of events at a given time. We may determine there will be additional costs based on your event.

3' square section of installed Dance Floor	\$22
8' high Black Banjo Pipe & Drape per linear foot	\$7.5
60" Round with a two 85" Linens	\$18
6' x 30' Table with boxed Linen & Chairs	\$18
8' x 30' Table with boxed Linen & Chairs	\$18
8' x 18" Classroom Table with Boxed Linen	\$18
30" High Top with two 85" Linen	\$18
36" Round with 85" Linen & Chairs	\$18
White or Black Wood Foldable Chair	\$5
White Plastic Foldable Chair	\$2
Upholstered Pods	\$10
Collapsible A-Frame Easels	\$14
Coat Racks with hangers	\$30
Stanchions	\$5
Small Trashcan	\$4

Please inquire for our boothing package pricing and any other equipment needs.

EVENT PROMOTION AND ADVERTISING

All advertisements, invitations, flyers, posters and promotions associated with your event should use the following name and address below. Please do not publish the Chase Center phone number for any reason.

Chase Center on the Riverfront
815 Justison Street
Wilmington, DE 19801
www.centerontheriverfront.com

The Chase Center Logo or photography may be requested for use with consent from our marketing department, contact us at info@centerontheriverfront.com or x 138.

To have your event listed in our calendar of events on the Chase Center and Riverfront Wilmington's web sites, please submit a calendar release form (8) eight weeks prior to your event. The form is available on our web site.

EVENT TIMES

The Chase Center is available for events from 7 AM – 1 AM. Food and Beverage events will be booked for the following event windows.

The sellable window for a Breakfast and Lunch event is two hours long
The sellable window for a Cocktail Reception event is one hour long
The sellable window for a Three-course Dinner event is three hours long
The sellable window for a Station Reception event is three hours long
The sellable window for a Four-course Dinner event is four hours long

Should the client request to extend the event time, there will be an additional 3% staffing charge added to the food and beverage purchases per additional hour.

FOOD AND BEVERAGE

Sodexo Leisure is the exclusive caterer, who holds the liquor license and board of health permits within the Chase Center. No outside food, beverage or alcohol may be brought into the facility.

HOLIDAYS

Any event occurring on a holiday will be charged an additional 10% staffing charge.

LINEN

The Chase Center provides Sandalwood color table cloths and napkins for all tables. A limited palette of napkin colors is available at no charge. Ivory, white and black table clothes may be available in limited quantities with advance notice. Specialty items such as chair covers with sashes, slip covers, overlays, spandex and custom colors are available for an additional charge.

LOAD-IN AND LOAD-OUT

All vendors with and/or including: displays, exhibits, decoration, equipment and entertainment must enter and check in at the Chase Center Security entrance at the rear of the building.

NON-PROFIT EVENTS

Non-Profit Organizations receive a 5% Discount on Food & Beverage once the Food and Beverage Minimums are met. A 10% Non Profit Discount is available during the months of January, February, July, August and December. To receive this discount a current 501C3 is required to be in the file.

PACKAGES AND PACKAGE HANDLING

Parcels or packages may be delivered up to three days prior to your event. A \$10 per package or \$150 per pallet charge will apply to all incoming and outgoing packages. Outgoing packages must have pre-arranged shipping charges through a carrier. Incoming packages must include the following:

Event Name
Client's Name
Attention: Chase Center on the Riverfront
815 Justison Street
Wilmington, DE 19801

PARKING

There are over 2,400 complimentary parking spaces surrounding the Chase Center, available on a first come, first serve basis. Valet Parking is available upon request for an additional cost.

RISERS AND STAGING

Each ballroom will be provided with a complimentary 12' x 8' x 1' skirted riser. Handicap access is available upon request. Additional staging requirements including additional decks, leg heights and stair options may be available based on the facility inventory.

SECURITY

The Chase Center is a 24-hour secure building with an on-site security command center. All uniform security guards are CPR/First Aid trained. Cameras are located on the perimeter and in select interior rooms and hallways. As the exclusive provider of security, the Chase Center will determine the extent of your security needs and arrange for licensed interior/ exterior security, police, traffic police, and/or EMTs. City Council Ordinance 05-062 requires the City of Wilmington Police Department to be notified of any gatherings over 100 guests to determine if, and to what extent, a police presence is required at the costs below. [Facility security is on-site from 5 AM – 1 AM. Should your event require overnight on-site security, there will be an additional charge.](#)

Security	\$35 per man hour
Armed Security	\$40 per man hour
Wilmington Police	\$60 per man hour
EMTs	\$60 per man hour

SMOKING

The Chase Center is a smoke free facility as mandated by state law. Designated outdoor areas are available at the West Entrance and Christina Vestibule doors.

STAFFING

Each event requires specific staffing to meet the needs of the event. Sodexo will determine the number of staffing required for your event based on the anticipated number of guests.

Set-Up/Break-down Porters – required for every event	\$100 each
Coat Check Attendants (1 for every 150 guests)	\$100 each
Bartenders (1 every 75 guests up to 200, then every 100)	\$100 each
Restroom Attendants (1 for every 150 guests)	\$100 each
Cashiers for Concession Stands	\$100 each
Utility Personnel for trash removal	\$100 each
Event Managers	\$150 each

STORAGE

The Chase Center has limited storage facilities and does not provide storage prior to, or following an event for decorations, flowers, auction items, equipment or materials brought in by you, your subcontractors or your guests. Items the client wishes to keep must be removed from the premises immediately following the event. The Chase Center will not be held responsible for items left once the Client departs. Should you require storage prior to, or following your event, your event coordinator can supply room rental charges.

TRASH

A 30-yard dumpster will be required if excessive trash from an event is anticipated for a charge of \$390. Sodexo has the right to determine if an event will require a Dumpster. Excessive clean-up after an event that is not left “broom swept clean” will be charged to Client at \$75 per hour.

sodexo 