

# Policies and Procedures

## Contact

For any questions or additional information regarding food and beverage services for your suite, please contact the suites manager at [SnapdragonstadiumSuites@sdsu.edu](mailto:SnapdragonstadiumSuites@sdsu.edu) or call (619) 507-0078.

The hours of service for the Suites Department are **Monday to Friday from 9am-5pm**. Please note that occasionally the hours will vary slightly due to the schedule of events.

## Cancellation Policy

Please provide at least 24 hours notice in the event that you will need to cancel your order. Should the order be canceled with less than 24 hours notice, the account will be billed the full amount.

## Advance Ordering

Please place all orders by 4pm at least three business days prior to event to ensure products are on hand and any dietary needs or special requests are accommodated. See table below for an overview of the timeline:

EVENT DAYS	ORDER BY 4PM ON
Friday - Sunday	Tuesday
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday

After advance ordering deadline, advance orders must be made from our Day of Event Menu only.

## Day of Event Options

The full bar menu and a limited game day food menu is available to order the day of the event. Food menu items available on game day are noted with a star symbol (★). Please see the

game day menu for current selections or speak with your suite attendant for more information. The cut off time for all day of event orders is the end of the third quarter (football) or one hour prior to the event's conclusion. After that point, no new orders may be placed. Please allow up to one hour for game day deliveries to be made to your suite.

## Delivery

To ensure a seamless food and beverage experience we have outlined a general timeline for deliveries to the suites. Dry snacks and cold items will be placed in your suite at the opening of gates. Hot food items will be delivered around the event start time. Dessert will be delivered around half time or the middle of the event. Should you need items to be delivered earlier or later during the event, please speak with the suites manager in advance to discuss arrangements.

## Service Charge

All food, beverage, and other items are subject to a 20% service charge, plus applicable sales tax. Please note that 58% of this service charge is considered a gratuity and will be paid to employees working this function and 42% is to cover other expenses and will be allocated to 386 Hospitality. All service charges are taxable and subject to change. Additional gratuity can be added at your discretion based on the service you have received.

## Payment

A credit card on file will be required for suite purchases, if you would prefer to utilize a different card for payment, please inform your suite attendant prior to closing out your check. An itemized check will be presented before closing to the credit card on file at the conclusion of the event.

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## Place Settings

All of the suites utilize recycled and environmentally conscious options for the disposables. Serviceware has been sourced to minimize our impact on the environment and still provide elevated service.

## Dedicated Attendant/Bartender

Every suite receives personalized service based on the needs and requests for the event. However, should you need a dedicated attendant or bartender for your suite, there will be a \$200 fee for each per event. Please speak with the Suite Manager to arrange, with at least 3 business days before the event to accommodate this request.

## Food and Beverage Service

All food and beverage presented at Snapdragon Stadium must be prepared by the onsite culinary team. No food or beverages will be allowed to be brought into or taken out of Snapdragon Stadium. Exceptions can be made for finished desserts (i.e. cakes, cookies) with prior approval from the suites manager. A plating fee will apply on a per person basis and must be assessed prior to the event day. Any questions regarding this policy can be directly addressed with the suite manager. Menu items and prices are subject to change.

## Nutritional Information and Allergies

In order to make menu choices easily discernable we have noted the items that are "Vegan", "Vegetarian", "Gluten Free", and "Non Dairy" on the menu. If any other changes need to be made, please speak with the suite attendant to explore possible options. If you

have any questions or have any food allergies, please let your suite attendant know right away to ensure proper steps are taken. Some allergens, such as nuts, can come into contact with other ingredients before making it to our kitchens. We cannot always guarantee that there is no exposure to the allergen, but we can make special efforts to ensure your safety to the best of our ability.

## Alcohol Regulations

To abide by the laws set forth by the state of California, and create an enjoyable experience for everyone, we have established the following guidelines for the consumption of alcohol in the suites. The suite holder must ensure that no minors (under the age of 21) or intoxicated individuals consume alcohol in the suites. We also reserve the right to check identification and refuse service to intoxicated individuals to ensure the safety of everyone involved. Alcohol purchased for the suite will not be allowed to be removed from the suite and brought to the public areas in the stadium. Alcohol sales will conclude at the end of the 3rd quarter (Football) or 1 hour prior to the event conclusion. Any remaining alcohol purchases will be allowed to be consumed in the suite after this point, however no further purchases will be allowed. At the conclusion of the football and/or soccer season alcohol, wine, beer and n/a beverages cannot be taken out or saved for the following season. Please refer to the suites manager when nearing the end of the season so she/he may update you on your alcohol/beverage inventory in the suite. No outside alcohol will be allowed to be brought into the stadium\* and at the conclusion of the event, alcohol will not be allowed to be removed from your suite.

*\*The only exception is for sealed 750ml bottles of wine, which can be approved by the suite manager in advance of the event. A \$30 corkage fee will apply to each bottle brought into the stadium regardless of consumption. The bottles must be brought to the stadium in advance of the game day.*