

2021 / 2022 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. 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 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% 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 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

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.

Schachleiter at 513-478-3641 or 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.

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.

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.

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.

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

Loaded Potato Salad

Pasta Salad

Blondies

Potato Chips & Onion Dip

\$310

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

Garlic Herb Breadsticks

Tiramisu

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

\$325

To further enhance your experience

add our Italian meatball hoagies \$70

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.

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 Baby Red 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

\$495

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.

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

\$55

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

\$66

Gourmet Cheese Platter

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

\$60

Farmers' Market Vegetable Crudités

fresh crisp garden vegetables served with ranch style dressing

\$44

Seasonal Fresh Fruits & Berries

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

\$44

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.

Hot Hors D'oeuvres (Serves 8)

Spicy Buffalo Wings

served with celery, carrot sticks & blue cheese dressing

\$78

Chicken Tenders

served with honey mustard & bbq sauce

\$67

Kentucky Bourbon BBQ Meatballs

made with just a dash of Kentucky bourbon

\$65

Nachos

warm nacho cheese, sour cream, and pico de gallo

served with tri-colored chips

\$50

Sports Bar Sampler

loaded tater tots, Gliers goetta bites, and crispy chicken tenders

served with a jalapeno cheese sauce, 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

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.

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

\$36

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 wrap, filled with layers of thinly sliced turkey, bacon, smoked gouda, arugula, tomato and a house made garlic aioli

\$75

Taco Twelve Pack

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

\$64

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.

Hot Entrees (Serves 8)



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

\$130



Nathan's Famous All Beef Jumbo Hot Dogs

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

\$60

Grilled Hamburgers

Just Like in Your Backyard!

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

\$80

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

\$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

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.



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

\$48

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.

Snacks

Tri Colored Chips and Salsa

house fried chips with salsa

\$26

Soft Bavarian Pretzel Sticks

served with queso

\$30

Souvenir Bottomless Popcorn

includes two souvenir buckets

\$35

Salted In Shell Roasted Peanuts

served in a Cyclones souvenir helmet and bucket

\$25

Kettle Chips with Onion Dip

\$18

Gardetto Snack Mix

\$20

Pita and hummus

House fried pita chips served with hummus

\$25

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.

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

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.

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

\$15

Deja Blue

(6 pack - 12oz bottle)

\$15



Domestic Beer

(12oz cans)

(sold by the six-pack)

Coors Light

Miller Lite

Miller 64

Bud Light

Budweiser

Sharp's

\$22.00

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.

Crafts and Hard Seltzers

(12oz cans sold by the 6 pack)

50 West Coast to Coast IPA

Taft's Nellie's

Vive

\$45

Cyclones Beer Tower



1/2 Tower \$22 – Full Tower \$40

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.

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

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.

Liquors

(750ml bottles)

Vodka

Smirnoff

\$48.00

Tito's

\$68.00

Grey Goose

\$85.00

Gin

Tanqueray

\$59.00

Rum

Bacardi Light

\$44.00

Captain Morgan

\$52.00

Tequila

Patron Silver

\$140

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

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.

Wines

Woodbridge White Zinfandel, CA \$29

Woodbridge Chardonnay, CA \$29

Woodbridge Cabernet Sauvignon, CA \$29

Estancia Pinot Grigio, CA \$32

(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*

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.