



**Booth, Exhibitor & Boat Delivery Program Guidelines**  
**2019 Miami International Boat Show**  
**In partnership with N.M.M.A.**

**Introduction:**

Great Performances is excited to continue its partnership with N.M.M.A. for the 2019 Miami International Boat Show with the mindset of bringing forth the next evolution of food and beverage services thus enhancing the patron, vendor & exhibitor experience.

In order to ensure that all of your requests are handled with the utmost care and attention, each Exhibitor Tent and Dock is assigned an experienced Account Manager who assists in all phases of this delivery program. From general planning to last minute requests, this person will serve as your primary contact with Great Performances to ensure your requirements exceed expectations. Their direct email address and phone numbers are listed by area/tent/zone. Each exhibitor tent has a "Lead Captain" that handles and manages client relationships, deliveries of items ordered and the follow up. Introductions are made on site the day before, the first day and/or the day of your confirmed order.

The Booth/Exhibitor & Boat Delivery Program consists of individually ordered platters, each designed to serve an average of 10 guests. While determining the number of guests served per platter cannot be exact, if you anticipate heavy consumption then you should estimate each platter will serve 8-10 guests. If you anticipate lighter consumption then estimate 10-12 guests per platter. All platters are meant for service at room temperature coming from cold refrigeration to your respective booth, tent or boat.

We've expanded our operations to include individually boxed meals (sandwiches and salads), minimum order for 10 people, giving folks the opportunity to steer away from the platter mentality, making it more convenient for team members that are on the move.

**Placing an Order:**

Please contact Operations Project Director: Shawn O'Keeffe for all Delivery Program and Hospitality Orders.

Phone Number: (312) 375-0962

E-Mail Address: [mibsevents@greatperformances.com](mailto:mibsevents@greatperformances.com)

Click on the "Exhibitor Center" Tab, upper right hand side. Click the "Food and Beverage" Tab. The Delivery Program menu is listed for your review and perusal. Ordering is based on personal and group preferences; this is designed for simplicity and a direct approach. **All orders require a minimum of 24 hours advanced notice (If not Pre-Ordered; days, weeks or months beforehand), the link will not allow an order before this window.** Allows our production team ample time to ensure the preparation of meets the standards set forth by Great Performances. A 20% Administration Charge and 7% Sales Tax and 1% Homeless Tax are added to all orders. The Administration Charge is taxable, as it is not a gratuity, but a back-of-house charge to cover overhead expenses.

**We strongly urge to place orders for all live event days in advance and at once.**

**Delivery Schedule:**

To ensure that your food is delivered from a “Farm to Table” approach, all pre-ordered items are delivered during and within a one-hour window before the designated order time. Please note that the Sponsor or Contact whom placed the order is responsible for accepting with approving the accuracy of all deliveries.

**Live Day Orders:**

Clients who have an existing confirmed order in the system are the only ones that may add to in the day for the day. With the volume of individual companies on site that participate it is not realistic to place new orders in the day for the day within this program; will only create internal chaos leading to a poor food and beverage experience. Direct calls to your Account Manager are 100% required for this to occur.

**Cancellations:**

Pre-orders may be cancelled up to 72 hours prior to the confirmed date and time with no related charges. Between 72 to the 24 hour mark will be subject to a 50% charge of the confirmed order. In the event that a pre-order is cancelled less than 24 hours window, 100% of the total order is billed.

**Service Ware:**

Your delivery includes high-grade disposables including serving utensils, plates, napkins, forks, knives and spoons (If necessary).

**Coffee Program:**

The rental fee is for the entire length of the event no matter when ordered, daily sales of will not occur and are unavailable in this market. Noi Caffe Kits to include: Nuvola Espresso Coffee Machine, 150 NOI Caffe Espresso Pods, 150 Sugar Packets, 150 Stirrers, 100 8-Ounce Paper Coffee Cups, 50 Espresso Plastic Cups, 2-2 Gallon Jugs (Provided by Great Performances), 1 Pack of Beverage Napkins (Provided by Great Performances), Installation (By The Noi Caffe Team-Either two days or the day before the show opens to the public), Training and Retrieval of Unit (End of Last Show Day).

If there are any questions, comments and/or concerns please speak with the Tent “Lead Captain” as referenced above or call technical support at 1-888-WAKEUP-0 “Hot Line” for verbal communication or same day service (There are NOI Caffe team members on site during each live show day).

Customers to ensure the safety and security of the NOI Caffe Espresso Machine/s thus returning the unit in the same condition/s received. In the event the unit is damaged, broken by operator error, deemed theft or a decision to keep intentionally, Noi Caffe will inform Great Performances of such action. We will contact, speaking first to address the issue at hand if such is the case. If no resolution comes to term the cost to replace is \$ 699.00 per machine billed directly to the person, company or organization that placed the order for. We prefer that this is not the route or path taken by Great Performances or our partner Noi Caffe.

**Alcoholic Beverages:**

To maintain compliance with the Liquor Authority of the State of Florida, please note the following regulations: \*Alcoholic Beverages cannot be brought into or leave the premises of the footprint of the Miami International Boat Show. \*It is the responsibility of the exhibitor whom placed the order or direct company representative to monitor and control alcoholic consumption within the booth, tent or on the boat. \*Alcohol may only be consumed by guests 21 years of age or older.

**Special Orders:**

We will be happy to work with you to accommodate any special requests or dietary restrictions (such as Kosher or Gluten-Free meals). We'll also work with you to fulfill other special arrangements – birthday cakes, themed menus, custom food display and décor – anything to help you create a unique and memorable experience for your clients and guests.

**Staffing:**

Besides the assigned Lead Captain that handles and manages client relationships, deliveries of items ordered and the follow up; additional attendants and bartenders are available upon request at the rate of \$ 35.00 per hour for a minimum 5-hour shift.

**Security Fee:**

For all after hour events there are minimum charges to ensure the safety of the site and security for your attending patrons, all charges are directly relayed to N.M.M.A. so they may staff accordingly with the approved vendor. On Land-\$ 300.00, In-Water-\$ 500.00.

**Gratuities:**

Though not required or expected, gratuities are at the discretion of the individual booth, tent or boat contact or person whom placed the order are welcomed for exceptional service. If you choose to leave a gratuity, a suggested amount is 10% of your food and beverage order.

**Please do not hesitate to contact us if at any time you have questions, comments and/or concerns relating to this information.**

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