

SUITES- POLICIES & PROCEDURES



PRE-ORDER & DELIVERY:

All suites pre-order can be placed through our online order form at <http://maverikcenter.com/events-tickets/luxury-suites/>. To ensure that you receive the highest quality food possible all orders placed 24 hours in advance will be delivered from the time of doors and up to 30 minutes prior to the start of the event. Any pre-orders placed on the day of an event before noon will be considered a pre-order but may be placed in the suite after doors. Any order placed after noon day of an event will be treated as an event night order and will arrive in the suites after all pre-orders have been delivered. All food and beverage items will be removed from your suite at the conclusion of the event.

GAME DAY ORDERING:

You may decide to order additional food and beverage items during the event. While we are happy to offer items available on the event day menu, please be aware that orders take 30 minutes or longer to prepare and be sent up to your suite. If you wish to place an order during the event, please ask your suite attendant, or call our service terminal from your cell phone at 801-988-2101 or use the phone inside of the suite ext. 2101. All orders must be placed before the end of the last intermission during events and prior to the third period during hockey games.

CANCELLATION POLICY:

If it becomes necessary to cancel your order, please be advised that a 24-hour notice prior to an event must be provided to the catering office (801-988-2009) or by email at Diamondcreations@maverikcenter.com. If received less than 24 hours prior, you will be responsible for the full order.

BILLING INFORMATION:

At the start of the event, our catering team will check with you to ensure that your food and beverage order was complete and that the quality was up to your expectations. By the end of the event or when food and beverage services are completed you or a guest authorized by you will be asked to sign for the bill. Annual Suite Holders that have been authorized to invoice their charges must have a credit card on file. All balances from invoices will be charged to that credit card at the end of each month. Applicable sales tax and a 21% administration fee will be added to all bills. Gratuity for your suite attendant is at the guest's discretion.

ALL ORDERS WILL REQUIRE A VALID CREDIT CARD ON FILE PRIOR TO THE EVENT. To place a card on file call (801-988-2009) or email diamondcreations@maverikcenter.com for a CC Authorization Form.

PERSONAL BELONGINGS:

Please be sure to remove all personal items when vacating your suite. Diamond Creations or the Maverik Center are not responsible for any misplaced belongings left unattended in the suite. Any items found left behind will be turned over to our Security Department and placed in their 'Lost & Found' for 90 days.