

## **General guidance on catering arrangements for your event 2024**

Below is an outline of the general catering arrangements at Olympia London. Please familiarise yourself with the content and feel free to contact our Catering Manager directly, should you need further information or guidance:

**Abbey Short 020 7598 2590** [abbey.short@olympia.london](mailto:abbey.short@olympia.london)

### Catering rights and responsibilities

Our nominated catering partners own the rights to sell and supply alcohol, and provide hospitality and public catering at every event within the venue, unless express written permission is granted. Permission can be requested in writing and will not be withheld by the venue if a buyout fee is agreed between you and the contract owner. This is a contractual point of your venue hire agreement.

### Floor plan

Venue-appointed caterers are to provide all temporary on-floor catering. Please indicate on your initial floor plan where you would like temporary catering; consider how this will form part of your visitor flow and whether it will enhance the visitor experience. Please also consider the seating and power requirements for your temporary area and whether it will be a worthwhile investment for you.

### Exhibitor manual

Please refer to our exhibitor manual template, available from your event manager, which contains catering information required to be communicated to your exhibitors. It also includes forms for exhibitors to complete with information required to be submitted to us.

### Planning

We will arrange a catering planning meeting for you as part of your venue briefing meeting. It is worthwhile discussing catering arrangements before drawing up your final floorplans, so that the catering points can enhance the visitor flow across the event; therefore, if you wish to hold a catering planning meeting at an earlier date, we will be pleased to arrange this for you. We will draft a catering plan for you 3 months in advance and would expect the final plan to be agreed no later than 30 days prior to tenancy.

### Food safety

You are responsible for food safety at your event, as well as health and safety. The appointed venue caterers go through a rigorous vetting procedure as well as continuous monitoring and auditing. Where permission has been granted in writing from us allowing you to use a third party caterer, you will be responsible for implementing a food safety management system to ensure that public safety and compliance with the eGuide are met.

Items to be aware of include:

- Registration as a Food Business with 'home' Local Authority
- Full food safety management systems in place (HACCP)
- Food safety compliance in place throughout the event, including the Food Information Regulations (FIR) (allergy advice) and Prepacked for Direct Sale (PPDS)
- Personal hygiene, training, washing facilities and all associated procedures

All of the above must be presented to the venue for agreement, together with an exhibitor list, no later than 28 days before the event

### Sale, supply or distribution of alcohol

Olympia London is licensed for the sale or supply of alcohol (after 9am); however this activity must be carried out under the approval of a personal licence holder. We therefore need to be advised of any stands or features that intend to supply alcohol at least 28 days before your event. This is to ensure we comply with the Licensing Act 2003 (available on request). A form for you to include in your exhibitor manual is contained in our template exhibitor manual, available from your event manager.

Items to be aware of include:

- All alcohol being supplied must comply with HM Revenue and Customs and all duties and VAT should be paid. There are considerable fines for the distribution of non-duty bound alcohol.
- Details of all retailing and sampling of alcohol must be submitted for approval by Olympia London, no later than 28 days in advance of tenancy.
- All activity must be carried out in accordance with The Weights & Measures Act 1985.
- All dispensation of alcohol must be in accordance with Challenge 21.
- Businesses selling alcohol to other businesses may need to apply for registration under HMRC's [Alcohol Wholesaler Registration Scheme](#). It is an offense to buy alcohol from a supplier that has not been approved.

### Sampling

We understand you will have exhibitors wishing to showcase their products by offering samples to visitors. Sampling must be indicative of the exhibitor's core business being represented at the event. Exhibitors must be made aware of food and drink sampling sizes. Details of these can be found in the eGuide and in our catering concession fee guidelines.

It is imperative that it is understood that food safety compliance must be in place to cover sampling activity and that appropriate risk assessments are submitted.

### Special permission

Should you wish to appoint your own caterer to deliver retail or hospitality catering at your event, special permission may be granted. Should permission be granted, a concession fee will be levied. Food safety requirements must be met and all third party caterers must be vetted by the venue before we will be able to grant permission.

The Food Safety Act 1990 and the subsequent Food Hygiene (England) Regulations 2006 applies to **all** food businesses. This includes exhibitors providing any food for consumption. Visit [www.gov.uk/food-safety-your-responsibilities](http://www.gov.uk/food-safety-your-responsibilities) for more details.

Copies of HACCP documents and risk assessments should be forwarded to the event organisers to keep on record and be made available to Olympia London's Catering Manager no later than 28 days in advance of the event. The catering manager will notify the local authority of food preparation activity at the venue.

## Sponsors

Should you acquire sponsorship of any beverage, such as beer, wine or Champagne, a handling fee will be imposed by our contracted licence holder to receive, store, chill, distribute and serve; this will cover the licensing of this activity. Please see our current concession fee rate card.

## Sustainability ([Section 48 eGuide](#))

As part of Olympia London's sustainability programme, The Grand Plan, we work very closely with our local council in supporting the foodbanks within our community (within a mile of the venue). We would appreciate it if you were able to extend your support by contacting them directly: [info@hammersmithfulham.foodbank.org.uk](mailto:info@hammersmithfulham.foodbank.org.uk) / <https://cityharvest.org.uk/>