



PREMIUM EXPERIENCE

Mosaic Stadium Suites and Loge Seats Premium Experience Online Ordering Tool User Guide

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Premium Experience Online Ordering Tool User Guide

A. General Information

Our Premium Experience Team welcomes you to the our online ordering tool for Mosaic Stadium



We look forward to an action-packed season filled with great games, exciting events, delicious food and refreshing beverages. Our team has created a menu featuring a selection of new items, premium appetizers, and locally grown and/or sourced menu items. Of course you'll find your favourite and classic game/event-day fare, but we'd love to tempt your taste buds with some of our specially prepared, convenient food combinations, along with select individual items to your liking from the à la carte menu. These tasty menu items are sure to please even the most discerning tastes.

Your private account within this Premium Experience tool allows you to pre-order food and beverages for each event; select a delivery time for your orders; request special dietary or occasion arrangements; identify your authorized event-day on-site representative (host); pay for your orders; and have an online record of your purchase history.

ADVANCE ORDERING

Advance ordering gives you and your guests a wider selection of chef-prepared options and is the ideal way to ensure your order is delivered when you want it. The advance-order menu provides a wide selection of à la carte food items and specially prepared and convenient combination packages. The items on this menu take longer to prepare and require pre-planning, so they must be ordered in advance. An event-day menu with fewer items is available after the advance-order deadline has passed and during Mosaic Stadium events.

For **Saskatchewan Roughrider games, concerts, other entertainment and non-Saskatchewan Roughrider sporting events**, online ordering deadlines are **12 noon on the day that is 72 hours before the event (refer to the following schedule)**.

If you missed the advance order deadline for your event as outlined above, you may still pre-order items for delivery to your seats from the reduced event day menu. Many of the advance menu items will be removed from view once the advance menu deadline has passed, but a smaller event-day menu will still be available in this tool between the advance menu cut-off until 11:59 p.m. the day before the event.

ADVANCE ORDER CUT-OFF DEADLINES		
Saskatchewan Roughrider games, concerts and other sports and entertainment events	Event Day	Advance order cut-off deadline
	Monday	12 p.m. Friday prior
	Tuesday	12 p.m. Saturday prior
	Wednesday	12 p.m. Sunday prior
	Thursday	12 p.m. Monday prior
	Friday	12 p.m. Tuesday prior
	Saturday	12 p.m. Wednesday prior
Sunday	12 p.m. Thursday prior	

EVENT-DAY ORDERING

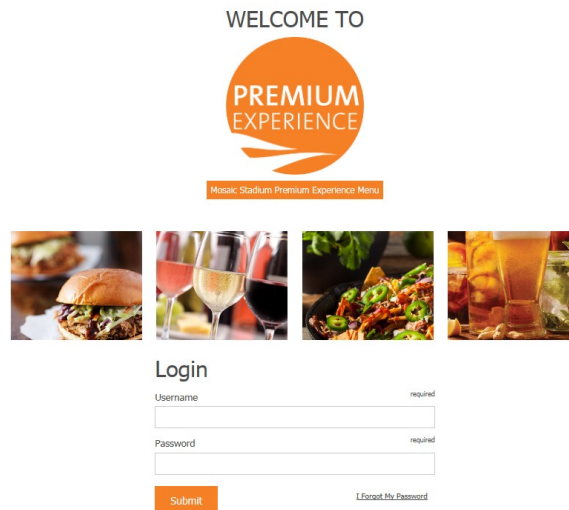
Until the Premium Experience account cards are available in August, orders placed at the event are payable by cash, credit card or debit card.

At the event, the culinary concierge or server attending to you will be able to take your order from the event-day menu at the event. Event-day ordering is provided as a convenience for all guests to facilitate the addition of food to your existing pre-orders. Please allow for 30 – 45 minutes for your event-day orders to be delivered. Event-day ordering is available 90 minutes before the game/event start time until 60 minutes before the game/event ends. Beverage and additional supplies (i.e.: cups, cutlery, napkins etc.) can also be accommodated through your server/culinary concierge.

For all Premium Experience inquiries, please contact premiumexperience@evrazplace.com or call us at 306-781-9241 from Monday - Friday, 8 a.m. to 4:30 p.m.

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B. Login Instructions



WEBSITE ADDRESS: www.premiumcatering.evrazplace.com

You will also find all information on the Evraz Place website (www.evrazplace.com) under the tab MOSAIC STADIUM PREMIUM EXPERIENCE.

1. Please click on the link above to view the login page for the online tool.
2. At the time that your account is activated, you will receive an email from the Premium Experience Portal with your User Name and temporary password. Please use this password to login.
3. Once logged in, as shown below, a 'change password' box will pop-up for you to create, confirm and save your new password. To be accepted, **your password must be at least 8 characters and include at least 1 upper case letter, 1 number, and 1 symbol.**
4. If you have not already reviewed these, please take a moment to read over the Executive Suite and Loge Policies whose links are located at the bottom of the **HOME** page.

A screenshot of a "Change Password" form. It has three input fields: "Old password", "New password", and "Confirm new password". Below the fields is a note: "Passwords must be 8 or more characters with at least an uppercase letter, a number and a special character". At the bottom right are "Cancel" and "Save" buttons.

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If you have any questions or problems with your login please contact: premiumexperience@evrazplace.com or call 306-781-9241 from 8 a.m. to 4:30 p.m. on Monday to Friday.

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C. How to Place an Order

Click on **PLACE AN ORDER** located on the top header.

1. When your account is activated, it will be set up to provide you access to the event(s) for which you have purchased tickets.
2. Select the event you would like to place your order for under the **SELECT EVENT** section. To scroll through the events, hover your cursor over the events and use your scroll wheel or your mouse.
3. Once the event is selected, the premium suite or loge seats that you have been assigned to will appear. If you have purchased tickets to more than one premium space for this event, select the space for which you would like to place an order.
4. Choose a delivery time for your order to arrive. Please note, there are a maximum number of reservation times for each delivery slot. Once the reservations are consumed for a particular time slot, that time slot will not be available for additional orders.



PLACE AN ORDER

SELECT EVENT

SSK RoughRiders vs. WPG Blue Bombers Sat, Jul 01, 7:00 PM	SSK RoughRiders vs. HAM Tiger-Cats Sat, Jul 08, 8:00 PM	Soccer Day in Saskatchewan Sat, Jul 22, 4:00 PM	Guns 'N' Roses Thu, Jul 27, 7:00 PM	SSI TOI Sat,
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SELECT SUITE

- Executive Suite 334
- Executive Suite 335

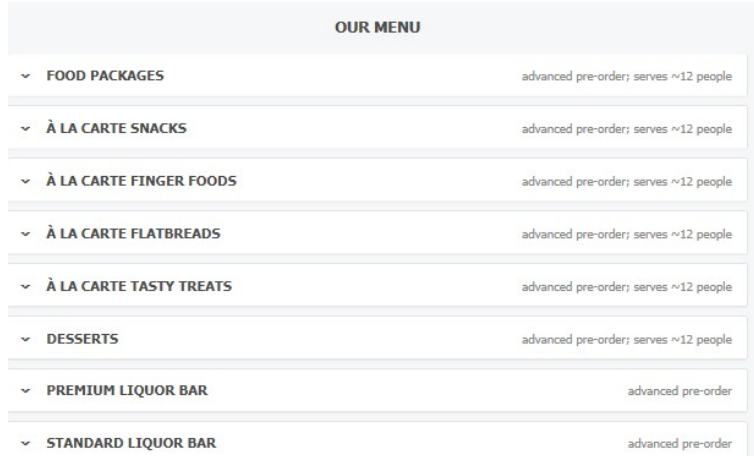
DELIVERY TIME

<input checked="" type="radio"/> 60 minutes before event start time	9 Reservations remaining
<input type="radio"/> 45 minutes before event start time	9 Reservations remaining
<input type="radio"/> 30 minutes before event start time	9 Reservations remaining
<input type="radio"/> 15 minutes before event start time	9 Reservations remaining
<input type="radio"/> event start time	9 Reservations remaining
<input type="radio"/> 15 minutes after event start time	9 Reservations remaining

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C. How to Place an Order

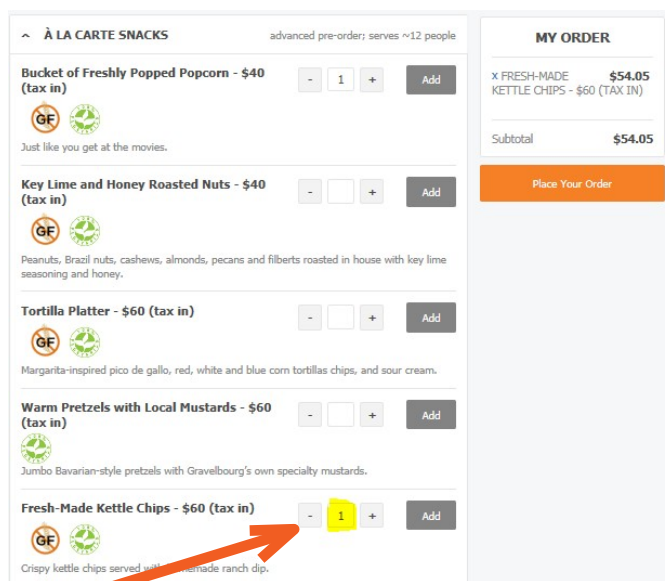
5. Under **OUR MENU**, you can click on the various menu category drop-downs available to you to choose from based on the time of your order. **Please note that the items on the menu will vary for the Suite and Loge premium areas, as well as whether your order is placed in advance (more menu options) or closer to the event day.** Below is how the Suite Advance Pre-Order online menu will appear.



6. Click on each of the menu category headers to expand that portion of the menu.

Click the (+) to add or (-) to deduct the quantity of that item from your order. When you have the desired quantity, click **ADD** to include it onto your bill and it will appear in your order card under **MY ORDER**. **Note that each food item on the Loge menu is made to serve two guests and on the Executive Suite menu is made to serve 12 guests.**

All item prices in the menu are shown with taxes in. Once added to your order, the pre-tax price will be displayed in bold and the with tax price will be displayed under the item.



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C. How to Place an Order

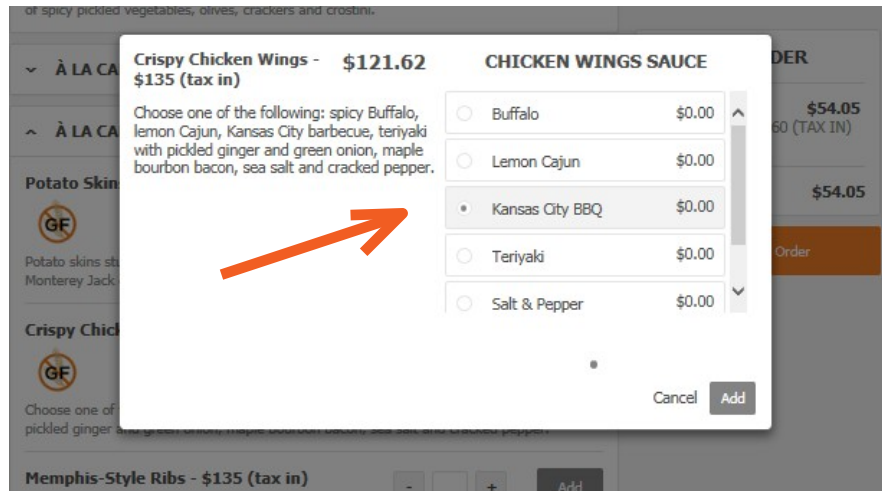


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7. For certain menu items that offer options in terms of various flavours , choices of toppings etc., a pop-up box as shown below will appear. If you desire any of the modifications, click the circle next to the desired option and click **ADD**. If you do not desire any changes, click **CANCEL**.

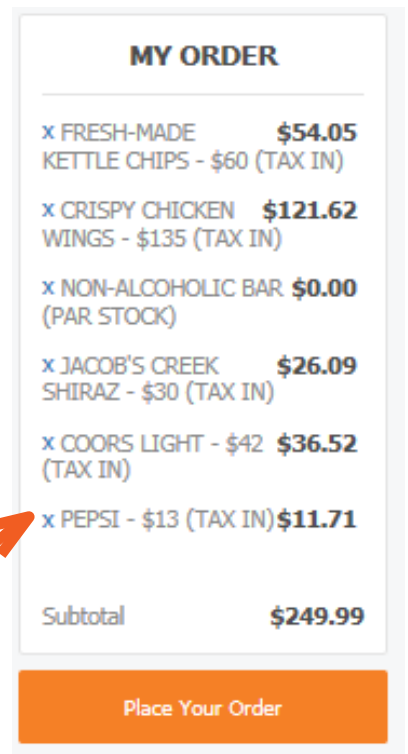
When wanting more than one of the items that have sauces, please place multiple individual orders of that item to enable the ability to select a variation of sauces.

Only one sauce type is permitted per order for the item.



8. Continue to go through the menu category drop-downs until you have completed your order. Once complete, your order cart will show a summary of all of the items you have selected to the right of the menu as shown below.

9. If you wish to remove any items from your order, click the blue **X** located beside that item.



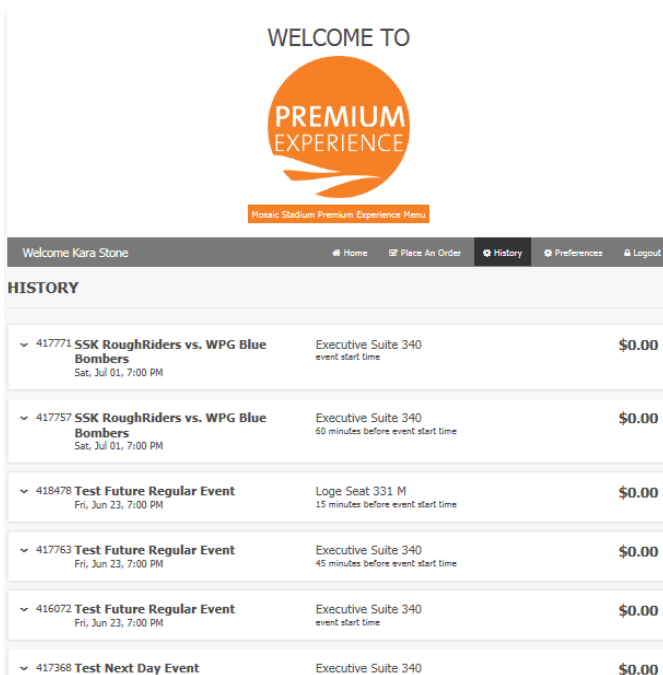
To remove an item, press the x button.

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C. How to Place an Order



10. Before placing your order, be sure to fill out the "Authorized Host" section. The authorized host is a person that you have authorized to represent your account of the event. This is particularly important for the suites where the liquor cabinet will not be opened in your suite until the authorized host is on-site. The authorized host should have identification on them so that the server can confirm their identity before opening the liquor cabinet in your suite. You cannot place an order without the authorized host section completed. You can identify multiple hosts for each event by clicking the "Add Authorized Host" button.
11. Once you are satisfied, with your order, please fill in all fields under **ORDER NOTES** in order to ensure we have all of your key information.
12. The payment detail section need only be filled in once, unless you choose to change credit cards for each order. If you enter a credit card for the first event, this card will remain in the system for future event orders. This tool is PCI compliant. Your credit card number is kept within a secure and encrypted Moneris evault system. An encrypted token is used between this tool and the Moneris platform to make transactions. Your credit card details do not reside on our system.
13. When ready, click the **PLACE YOUR ORDER** button at the bottom of your **MY ORDER** cart. A second button will ask you to "confirm your order".
14. Once your order has been processed, you will then receive an email that details your order summary and a confirmation of your order. If there are any problems with your order, a representative will contact you.
15. You can also view all your order details under the **HISTORY** tab. By clicking on the order, it will expand to provide you with a view of the order details



Premium Experience Online Ordering Tool Instructions

D. Important Contact Information



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CONTACT INFO:

For all Premium Experience inquiries please contact:

premiumexperiencec@evrazplace.com

Or call: **306-781-9241**

from Monday - Friday, 8 a.m. to 4:30 p.m.

On-site orders are available 1.5 hours before the event start time until one hour before the event ends using the online tool or a tablet that your culinary concierge will have on hand to help place orders. Suite ambassadors and culinary concierges can also assist with any additional beverages and supplies needed on event day.

WEBSITE INFORMATION:

The Premium Experience online ordering tool is located here:

<https://premiumcatering.evrazplace.com/>

The Premium Experience online ordering tool can also be found on the Evraz Place website: <http://www.evrazplace.com/facilities/mosaic-stadium-premium-experience>



www.evrazplace.com

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