



# PREMIUM EXPERIENCE

Suites Food and Beverage Information and Policies



**Regina Exhibition Association Limited**  
Operators of Evraz Place  
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## PREMIUM EXPERIENCE SUITES

Welcome to the Premium Experience Suites seats in Mosaic Stadium.

The Saskatchewan Roughriders are pleased to welcome you to this premium seating area to enjoy football games and other events from some of the best seats in the house. While the Saskatchewan Roughrider Football Club focuses on providing exciting football for your enjoyment, the management and staff of Evraz Place will provide you with an excellent in-seat experience by taking care of all of your food and beverage needs.

This document highlights the food and beverage information and policies for the Mosaic Stadium Premium Experience Suites. Please take a few moments to familiarize yourself with the following information.

We look forward to serving you in the Premium Experience Suites area. Our team has designed several mouthwatering food and beverage items with the perfect blend of ingredients and flavours to make your experience at Mosaic Stadium a memorable one.

From all of us at Evraz Place, welcome and enjoy the season!

## GUEST EXPERIENCE

Mosaic Stadium features 36 private suites on the east side of the stadium and two private suites on the west side that come equipped with several amenities and comfortable, contemporary furnishings for you and your guests to enjoy. Each suite features a TV, private in-suite speaker system, china serving ware, glassware, dimmable lighting and a complimentary selection of Starbucks beverages.

As the exclusive caterer to Mosaic Stadium, the Evraz Place culinary and catering team is committed to the highest standards of quality and service excellence. You and your guests will enjoy items from our innovative menu that are sure to please even the most discerning palates. A Premium Experience online advance ordering system is available for suite holders to order their in-suite food and beverage items from an extensive menu. A more limited event-day menu is available after the advance order cut-off time until two hours after the start of the game/event. Bar service will be available in the suites until last whistle and the suites will close 60 minutes following the game's last whistle. Members of the Evraz Place team will work with you to set up your account and demonstrate how to use the online ordering system.

The advance order online system is built upon the PCI compliant Moneris platform to protect and ensure the integrity of your credit card information. All food and beverage orders made through the online tool will be charged at the time of order. On event day, any orders made from the suite will require payment on site with cash, debit or credit card. A method to enable payment on site through the suite holder account is being considered as a future payment option (mid-season 2017).

Each suite holder (i.e. the suite owner) will be asked to appoint an *authorized administrator(s)* who will manage their online account and order food and beverages on the account credit card for game days and events. The authorized administrator(s) will be the primary point of contact for the suite holder's account. Because the

authorized administrator(s) may not always be in attendance at events, they will be required to name an *authorized host* who will be the suite holder's representative on event day. The authorized host is the person who is granted permission by the suite holder to have Evraz Place staff open the in-suite bar and charge additional expenses to the suite holder's account (once the on-site charge to account payment method is in place). The authorized host is also the point of contact for on-site staff to provide requests for personalized service in the suite. Suite holders will receive a separate communication about the Premium Experience online ordering system.

Suite holders and their ticketed guests have exclusive access to the Mosaic Stadium Suites area two hours before the game/event begins through the stadium's northeast and southeast VIP entrances between the SaskTel Gate (3) and the Brandt Gate (4). Guests are also able to stay for up to 60 minutes after the game/event ends.

As part of the Mosaic Stadium Premium Experience, suite holders may have the opportunity to purchase pre-sale tickets to their suite for non-Saskatchewan Roughrider events taking place in Mosaic Stadium, such as concerts and other major entertainment and sporting events.

### **SUITE LOUNGE (EAST SUITES ONLY)**

All east side suite holders and their guests have access to the Capital Auto Lounge on the 300 level and the Upper Suites Lounge on the 400 level. These areas are the perfect space for networking before and after an event. Suite lounges are licensed areas, so guests are invited to enjoy their beverages in the lounge areas.

In addition, patrons on the Dream Deck have access to the suite lounges and amenities. Suite holders may also visit fellow premium experience guests on the Dream Deck located on the third level by the SaskTel Gate (3).

A lounge is not available for the two suites located on the stadium's west side.

### **PERSONALIZED SERVICE**

Each suite is served by a culinary concierge who will take care of your food and beverage needs. Your concierge is available to answer questions related to the menu, assist with special meal requirements and additional food orders, replenish the suite's beverage inventories, and provide menu and beverage pairing advice to ensure your experience at Mosaic Stadium is exceptional. During events, your culinary concierge will deliver your food and beverage orders, and assist in the maintenance of your suite by removing used and empty dishes during the event.

In addition to the culinary concierge, a Saskatchewan Roughrider Football Club ambassador will be on hand to greet suite holders, welcome guests, unlock your bar cabinets once the authorized host has arrived and ensure your needs are attended to throughout the event.

We are happy to add any special touches to your suite to make any event special. If you require floral arrangements, linens or any special décor, or if you are celebrating a special occasion and would like our pastry chefs to prepare a special dessert just for you, please contact your catering and events representative at [premiumexperience@evrazplace.com](mailto:premiumexperience@evrazplace.com) or by calling 306-531-5385 or 306-519-4192 a minimum of one week ahead of the event to make the arrangements.

## **FOOD AND BEVERAGE**

Our skilled chefs have created a mouthwatering menu made from the finest ingredients with several options to satisfy every taste.

We recommend that you order food and beverages for your suite in advance of each game to be able to choose from a broad selection of food options and to have the first opportunity to reserve your food delivery time. More information about advance order cut-off times is outlined in the Order Information section below. Food and beverage orders will be delivered as close to the specified time as possible. If placing an order during an event, please allow 30 to 45 minutes for order preparation and delivery. Please note that pre-orders will take priority. Delicate food items may be kept in our kitchen and delivered closer to event time to ensure the highest quality.

All advance orders will be charged at the time of order through the account you will have created in the Premium Experience online ordering system. All orders made during the event will require payment that day. Your culinary concierge will arrange payment with cash, debit or credit card.

Due to health regulations, Evraz Place does not permit guests to bring food or beverage items from outside the stadium into the suites. In the same manner, all food and beverages provided in the stadium must be consumed inside the stadium and cannot be taken outside. Any food and beverage products brought into the stadium and suites area without prior authorization will be removed and discarded.

If you or your guests have personalized requirements, such as dietary or religious restrictions, please provide details through the “special requests” section of the online ordering system or contact a catering and events representative at [stadium.premiumexperience@evrazplace.com](mailto:stadium.premiumexperience@evrazplace.com) or by calling 306-519-4192 (Carol Boulton) for assistance. We offer vegetarian and gluten-free\* options.

\*Although we make every effort to prevent cross-contamination, our kitchens and food preparation areas are not strictly gluten-free.

## **ALCOHOLIC BEVERAGES**

Evraz Place is the only licensee authorized to sell or service liquor, beer and wine at Mosaic Stadium. Alcoholic beverages cannot be brought into or taken out of the suites or Mosaic Stadium.

Suite holders can choose their beverage selections online before each event from our list of wines, liquor, liqueurs, non-alcoholic beverages, and domestic and premium beer.

The Saskatchewan Liquor and Gaming Authority prohibits the sale or consumption of alcoholic beverages by any person under the age of 19. Suite holders and Evraz Place employees are responsible for controlling the consumption of alcoholic beverages within the suite. Evraz Place reserves the right to ask for proof-of-age identification and to refuse service to any person who is under age or appears to be intoxicated. Suite holders and their guests are asked to respect these policies and may incur liability if they fail to comply.

Beverage service will end after the last whistle in the game or the end of the event. Suite holders and guests are invited to stay in the suite up to one hour after the event ends.

## **BEVERAGE PAR STOCK MENU**

As a Premium Experience Suite holder, you have the opportunity to pre-select beverages for your suite with your choice of par-stocked bar options that will be maintained in your suite for the entire football season. You will only be charged for par-stock bar items once the bottle has been opened. At that time, you will be charged for the full value of the item. At the end of each game an inventory will be taken, stock will be replenished to the par-stock levels for the next event, and all product will be locked in your suite until the next game. Billable consumption will be added to your invoice and paid for at the end of the event.

Evraz Place reserves the right, in its sole discretion, to dispose of any unconsumed or expired beverages at the end of each event. Credit will not be given for any such items (i.e. opened and unfinished bottles of water, pop, juice or wine).

Alcoholic beverages may not be removed from the premises.

## **ORDER INFORMATION**

At the start of your suite contract, each suite holder will be asked to designate a person as the official contact or *authorized administrator* for orders placed on behalf of the suite holder and their organization. Authorized administrators will be limited to two names (i.e. a primary and a secondary contact). Authorized administrators should be responsible for placing all advance food and beverage orders and managing advance communication with the Evraz Place catering and events representative for each game/event.

### **How to order in advance**

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.

Once your suite contract has been signed, your designated authorized administrator(s) will receive information about your Premium Experience account and online ordering system. An online account exclusive to you/your organization will be set up with a password that is private to the authorized administrator(s). Only the authorized administrator(s) will be able to place orders using the password for the suite. Passwords can be reset and customized by the authorized administrator.

Authorized administrators place orders through the Premium Experience online portal at [www.evrzplace.com/facilities/mosaic-stadium-premium-experience](http://www.evrzplace.com/facilities/mosaic-stadium-premium-experience). Authorized administrators are responsible for protecting and keeping the account password confidential, as all charges associated with orders placed through the online ordering system will be the responsibility of the suite holder. The online ordering system will enable authorized administrators to track order history, print/view summaries, assign authorized event-day hosts, make payments, and request special services or communicate special requirements.

### Advance-ordering schedule

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).

ADVANCE ORDER CUT-OFF DEADLINES		
Saskatchewan Roughrider games, concerts and other sports and entertainment events	<b>Event Day</b>	<b>Advance order cut-off deadline</b>
	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 orders

If you have not placed an advance order, during an event your suite ambassador or culinary concierge will be available to help place orders. Please allow 30 to 45 minutes for order delivery. Event-day ordering is also available via the Premium Experience online ordering system after the advance menu cut-off time (i.e. after Wednesday at 12 p.m. for Rider game days or within the 72-hour window before an event for concerts and other events). In-suite orders are also available 1.5 hours before the event start time until one hour before the

event ends. Suite ambassadors and culinary concierges can also assist with any additional beverages and supplies needed on event day. Unless the account administrator is in attendance on event day and able to place the order through the online portal, payment for event-day orders will be required by cash, debit or credit card at the time of the order.

### **LIQUOR CABINETS & REFRIGERATORS**

Each suite contains a private liquor cabinet and refrigerator. Once the suite holder's authorized host(s) arrives, the liquor cabinet and refrigerator will be opened, unless otherwise instructed in the comments section of the online ordering system.

Suite Owners can pre-order liquor through the Premium Experience online portal at [www.evrazplace.com/facilities/mosaic-stadium-premium-experience](http://www.evrazplace.com/facilities/mosaic-stadium-premium-experience). These beverages will be in your suite upon arrival. Your culinary concierge will assist you if require additional products during the event.

### **UNCONSUMED BEVERAGES**

Evraz Place reserves the right to dispose of any opened food and beverage items at the end of each event. Credit will not be given for any such items.

### **EXCLUSIVE BEVERAGE PARTNERS**

Molson Coors Canada, PepsiCo Canada, and Corby Spirit and Wine are proud partners of the Saskatchewan Roughrider Football Club with exclusive pouring rights in Mosaic Stadium for their product categories. Please be advised that requests for other product brands that are not offered by these partners cannot be accommodated.

### **TAXES**

All food and non-alcoholic beverage orders are subject a 5% Goods and Services Tax (GST) and a 6% Provincial Services Tax (PST). A 10% Liquor Consumption Tax (LCT) is charged on all alcohol. These taxes (GST, PST and LCT) are included in the listed price of the food and beverage items.

### **GRATUITIES**

A service fee of 18% will be applied to all food and beverage orders as a gratuity to be paid to our bartenders and servers. If you receive exceptional service from a particular individual, an optional gratuity is at your discretion.

## **PAYMENT PROCEDURES**

Advance orders placed through the online ordering system will be charged to the suite holder's credit card. Moneris, a PCI-compliant provider, will be used for all credit card handling.

For orders made on site on game/event days, Evraz Place offers payment through cash, debit and credit card.

## **CANCELLATION POLICY**

No charges will be assessed for orders cancelled by at least 12 p.m. the day before the event. Suite orders that are not cancelled within this minimum window will be charged 50% of the total food and beverage charge.

## **WEATHER-RELATED CANCELLATIONS**

No advance order charges will be assessed to suite holders if a game/event is cancelled due to weather before the Mosaic Stadium gates open. If the game/event is cancelled due to weather after the gates have opened, suite holders will be responsible for 100% of the food and beverage order.

## **LIABILITY**

Evraz Place reserves the right to inspect and control all suites. Liability for damage to the premises will be charged accordingly. The suite holder agrees to accept responsibility for any damage done by their group to the suite before, during or after each event. Evraz Place cannot assume any responsibility for personal property or equipment brought into the suite and event areas.

## **SECURITY AND LOST & FOUND**

Please be sure to remove all personal property in each suite when leaving the premises. Evraz Place is not responsible for any misplaced property, articles or equipment left unattended in the suites. Please contact **306-519-4192 (East) or 306-531-5385 (West)** for any lost and found concerns.

## **SUITE CONTACTS**

### **A. Suite Tickets**

For inquiries related to Suite tickets, pricing and ticket policies, please contact the Saskatchewan Roughrider Football Club Ticket Office at 1-888-474-3377 option 3 or by email at [tickets@saskriders.com](mailto:tickets@saskriders.com).

### **B. Premium Experience Food and Beverage Service**

For inquiries related to Premium Experience Suites food and beverage service, contact the Regina Exhibition Association Limited (operator of Evraz Place and Mosaic Stadium) by email at [premiumexperience@evrazplace.com](mailto:premiumexperience@evrazplace.com) or by calling 306-519-4192 or 306-531-5385.

## **PLAN YOUR NEXT EVENT WITH US!**

Mosaic Stadium offers a variety of event spaces to ensure your guests have an experience to remember. The lounge areas offer beautiful spaces to hold your next corporate event, team-building session, reception or wedding. With room to accommodate groups of 50 to 500 people and views of the field and Confederation Park, the lounge areas are the perfect places to hold your event and entertain your guests in the home of the Saskatchewan Roughriders Football Club.

Contact one of our Evraz Place catering and events representatives at (306) 781-9241 if you're interested in booking any of our rentable spaces for your upcoming event.

## **ABOUT EVRAZ PLACE**

Situated on 100 acres of land in the heart of Regina, Evraz Place is one of the largest and most unique event complexes in Canada. Operated by the Regina Exhibition Association Limited – a not-for-profit corporation – Evraz Place hosts hundreds of business, agri-business, entertainment and sporting events each year. More than 3.5 million guests visit Evraz Place annually for major events like Canada's Farm Progress Show, Queen City Ex, Canadian Western Agribition, the Spring Home Show, and numerous concerts, galas and conventions. Evraz Place is home to the Regina Pats, Regina Soccer Association and the University of Regina Cougars hockey teams. Now with Mosaic Stadium on the property, the Saskatchewan Roughriders, the University of Regina Rams and the Regina Thunder are part of the list of sports teams that call Evraz Place home. It's no wonder that Evraz Place is known as Regina and Saskatchewan's centre for sports and entertainment.