MERIDIAN CENTRE
SUITE POLICIES & PROCEDURES

PERSONALIZED SERVICES

On event days, a dedicated suite server will be assigned to your suite to handle your food and beverage orders and elevate your experience. While servers manage multiple suites, they will make every effort to fulfill your requests promptly.

To enhance your experience further, we recommend utilizing our pre-ordering option, granting access to an expanded menu and ensuring your suite is fully prepared upon arrival. For more information, please contact premiumservices@meridiancentre.com.

PAYMENT PROCEDURES

The payment method for each suite is determined at the time of order placement. At the conclusion of each event, all suite holders will receive a computer-generated check. A Visa or MasterCard must be provided with your order for processing. To protect your personal information and adhere to PCI Compliance, we no longer store credit card information on file, so payment must be made by presenting your card on the event night. Please note that as of 2021, the Suites and Club Lounge operate on a cashless basis—debit or credit only.

TAXES AND ADMINISTRATIVE FEE

All food and beverage charges are subject to 13% HST and 18% administrative fee, both of which will be applied on top of advertised menu prices. Gratuities are optional and greatly appreciated for your service staff.

The administrative fee is retained to defray the direct costs associated with the coordination, labour, setup, execution, processing, and maintenance required of all suite and catering services. This 18% is considered an industry standard fee which is seen throughout live entertainment venues and is not considered a service gratuity to be shared with event staff.

CANCELLATIONS

If you need to cancel your event order, please contact our catering office at (905) 684-8400 ext. 6353 or email premiumservices@meridiancentre.com. Cancellations made at least 24 hours prior to the event will incur no charges. However, if we are not notified within 24 hours of the event, the full cost of your order will be charged.

OUTSIDE FOOD & BEVERAGES

Off License" alcohol is strictly prohibited in your suite and poses a risk to our liquor license. Any such alcohol found will be confiscated immediately. Consequences may include termination of service for the evening, ejection of patrons, the assignment of a dedicated suite host (at the suite holder's expense) to monitor alcohol consumption, and suspension of alcohol service to the suite for future events.

This policy is non-negotiable, as it safeguards our liquor license, the safety of our staff, and the integrity of future events.

FOOD ALLERGIES & SENSITIVITIES

If you or your guests have any food allergies or sensitivities, please reach out to our premium food and beverage representative, who will work closely with our executive chef to accommodate your needs. We will make every effort to ensure you and your guests have an enjoyable and safe experience. However, please note that some ingredients may come from facilities where common allergens are present.

ALCOHOL SERVICE POLICY

ASM Global and the City of St. Catharines, as licensees, are responsible for the sale and service of alcoholic beverages in accordance with the laws of Ontario. In compliance with these regulations, all alcoholic beverages must be supplied by the Meridian Centre. Alcohol cannot be brought into or removed from the venue.

The Alcohol and Gaming Commission of Ontario prohibits the consumption of alcohol by individuals under 19. Suite holders are responsible for ensuring that no minors or intoxicated individuals consume alcohol in their suite. Pre-ordered alcohol will be placed in your suite prior to your arrival. Any remaining beverages must remain locked in the suite for future events.

Guests appearing intoxicated will not be served, and violations of AGCO regulations may result in their removal from the suite.