
PLACING PRE-ORDER

All suites pre-order can be placed through our online order form at <http://maverikcenter.com/events-tickets/luxury-suites/>. All orders placed 24 hours in advanced will be delivered from the time of doors and up to 30 minutes prior start of the event. Any pre-orders placed day of the event, before noon will be considered a pre-order but placed in 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.

On the pre-order form you will need your Name, Suite Number (e.g. 101A), and method of payment. If you are choosing to pay with a Credit Card for your order you will need to call (801-988-2000) or email diamondcreations@maverikcenter.com for a CC Authorization Form.

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 several items will 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 suites attendant, or telephone our service desk from the phone inside the suite at ext. 2101 or from your cell phone at 801-988-2101. All orders must be placed before the end of the last intermission during events and prior to the third period during hockey games.

DELIVERY

To ensure that you receive the highest quality food possible, all pre-ordered food items will be placed in suites by the commencement of the event. All food items will be removed from your suite at the conclusions of the event. Suite holders are welcome to remain in their suite after an event, however suite attendants will still have to remove all food items and utensils.

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 (801-988-2000) or by email at Diamondcreations@maverikcenter.com. If received less than 24-hours prior, you will be responsible for the full order.

BILLING INFORMATION

Prior to the start of the event, our catering representatives will check with you to ensure that your food and beverage order was complete, and that the quality was up to your expectations. Guests who are not authorized to charge against the suite must pay with cash or credit card (Visa, MasterCard, Discover or American Express). After the event, you or a guest authorized by you will be asked to sign for the bill.

Companies that have been authorized to be billed for their charges must have a credit card on file as backup. Any outstanding balance after 60 days will be charged to that credit card. Applicable sales tax and a 21% administration fee will be added to all bills. Tipping your suite's attendant is at the guest's discretion.

PERSONAL BELONGINGS

Please be sure to remove all personal items when vacating your suite. Diamond Creations or the Maverik Center is 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.