



For more than 80 years, you have trusted Centerplate to deliver extraordinary experiences through thoughtful hospitality, while upholding the highest levels of food safety and sanitation. We share your dedication in ensuring we all stay healthy; as individuals, workers, families and communities, and our hearts go out to those who have been affected.



With the COVID-19 affecting the world, our country, states, and local communities, this is a difficult time for all of us. The changes and impact we see daily can seem overwhelming and surprising as we embrace the “new normal”. While we all continue to fight this global pandemic, our highest priority is the health and safety of our team members, partners and clients, like you, who power our industry’s future.

Since this crisis began, we’ve been closely monitoring federal, state and local agencies, the Center for Disease Control’s (CDC) guidelines, and the World Health Organization’s (WHO) recommendations in order to better understand the national and global impacts of COVID-19. With every new update and piece of information discovered, our responsibility is to respect how that impacts you, what actions we need to take to continue to keep you safe and how we can support you as you continue to do business during this time of uncertainty. We are navigating today and setting our strategies for tomorrow.

Over the past few weeks, we have done our best to formulate a response plan, despite a rapidly evolving situation, to allow Centerplate to provide catering and retail services. While we have always maintained clean sanitary work environments, we are taking additional precautions to minimize the risk to staff and customers. Please see our in-depth enhanced protocols sheet for details on our 3 S’s – Sanitation, Safety and Service. Throughout this pandemic, we promise to be open and transparent in our communication.

Centerplate’s professionally trained chefs and our staff are required to uphold the highest levels of hygiene, safety, and health codes. During this time, our culinary team is changing the recipe for success and taking this opportunity to create new “comeback” menus that will adapt to the specific needs of its customers, location and service layout by incorporating concepts like enhanced bento-style meals, grab ‘n go snack boxes and small plate stations and using immune boosting fresh ingredients. Our team looks forward to customizing menus to meet your needs and comfort level.

Some catering changes that you will see are single serve condiments, wrapped cutlery and for plated services, a roll with butter will be placed on a plate instead of in a bread basket to avoid any cross-contamination and premixed cocktail bottles. Additionally, retail outlets will be adjusting to trends that will honor social distancing and limit person-to-person contact as much as possible.

These steps we are taking will enhance the customer experience to help bolster their confidence in attending events at the Baltimore Convention Center. As always, we appreciate the opportunity to be part of your catering needs. We are in this together.