



CLT Airport Food Truck Program

Program Manual

Charlotte Douglas International Airport
2026

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Overview

Charlotte Douglas International Airport ("CLT" or "Airport") administers a food truck program ("Program") at several on-site locations outside traditional terminal operations. The Program serves as an amenity to stakeholders who work for, with, and around the Airport. It also offers local small vendors an opportunity to do business with the Airport in a non-traditional concession setting. Each contract for Program participation will be for a duration of twelve (12) months; during which, selected Companies must adhere to City of Charlotte ("City") requirements and a schedule with locations and time slots predetermined by the City.

Section I: General Service Requirements

A. Operating Permits

All applicable vendors must have and maintain a valid Mobile Food Unit Operating permit with Mecklenburg County for the duration of their contract. If at any time this permit expires or is revoked, vendors are required to immediately notify the Food Truck Program Coordinator by contacting foodtrucks@cltairport.com.

B. Health, Safety, and Environmental Protection

All applicable vendors must adhere to the following health, safety, and environmental protection requirements:

1. All vendors must maintain the required insurance, health, and safety permits and licenses throughout the life of the contract.
2. Vendors regulated by the Health Department must post their latest inspection grade on the window, so it is visible to the public.
3. Vendors must report any random Health Department inspections and their results to the City within 24 hours.
4. Ensure the safety and quality of food products in accordance with the Mobile Food Service Regulations for Mecklenburg County.
 - a. URL Link: <https://eh.mecknc.gov/food>
5. Adhere to all the applicable requirements under the United States Environmental Protection Agency (EPA) oil pollution prevention regulations (40 CFR Part 112).
 - a. URL Link: https://www.epa.gov/sites/default/files/2014-04/documents/b_40cfr112.pdf

C. Seasonal Operations, Hours, and Locations

The Program operates year-round, offering availability within two distinct seasons.

Seasonal Operations:

Season	Timeframe	Operating Days
Fall/Winter Season	October 1 – March 30	Friday – Sunday (3 days)
Spring/Summer Season	April 1 – September 30	Wednesday – Sunday (5 days)

Hours of Operation:

The Program's operating hours are stated in the chart below:

Shift	Operating Hours
Lunch Shift	11:00 AM – 3:00 PM ET
Dinner Shift	4:00 PM – 8:00 PM ET

Operating Locations:

Airport Overlook

5130 Airport Overlook Dr.
Charlotte, NC 28208

Target Audience: General Public

CLT Fleet Maintenance Building

3701 Harlee Ave
Charlotte, NC 28208

Target Audience: CLT Airport Employees

This location is **not** currently available for food trucks/mobile vending. Shifts may become available at future times, or for special events.

Additional days and shifts may be added during the Spring/Summer season, at the City's sole discretion.

Other locations may become available for special events. Each location will have specific time slots where trucks will be scheduled to vend.

D. Scheduling

The Food Truck schedule is determined and maintained by the Airport. Vendors may request location and shift preferences at will; however, it is at the sole discretion of the Airport to grant approval to any requests made. No substitutions in hours or days should be made unless expressly approved by the Program Coordinator in advance. The scheduled locations and times for each vendor may be subject to change. CLT staff will work with vendors to provide as much notice as possible for any shift or day changes.

Vendors are required to adhere to the agreed-upon established schedule and location for each day and time slot scheduled.

Food Truck Coverage Requests

Vendors may be asked with little notice to cover a shift that has come available at the last minute. Acceptance is voluntary.

Set up and Breakdown

Vendors are expected to be in place, set up and ready to provide services at the start of their scheduled time slot. If there are customers still lined up after a shift ends, the vendor may continue serving unless specifically told not to for a specific location/shift. In the event of back-to-back shifts, each truck needs to be off location 30 minutes after the scheduled shift has ended.

Double Shifts

Vendors who are scheduled for double (back-to-back) shifts at the same location may break down and leave the premises as long as they arrive in time to set up for their next scheduled shift. However, the Airport will allow vendors scheduled for a double shift to remain set up and serving for the period in between both shifts as long as they are able to complete their full service through the end of both scheduled shifts.

Shift Swaps

Shift swaps must be coordinated by email using the appropriate distribution list. Vendors may only swap shifts with a truck in the same category (Sweet trucks with Sweet trucks; Savory trucks with Savory trucks).

All shift swaps must be completed at least 24 hours before the scheduled shift. Once coverage is confirmed, the vendor requesting the swap must email the final confirmation to foodtrucks@cltairport.com.

As the Food Truck Program continues to evolve, this shift swap process may be updated. Vendors will be notified by the Food Truck Coordinator of any changes to this process.

Late to Shift/No Shows

Vendors who do not arrive at the time their shift is scheduled to begin are considered "late to shift." Vendors should let the Program Coordinator know as soon as possible, but at least 48 hours in advance if they will be late or unable to fill in a scheduled commitment so that a backup can

be scheduled. If a vendor is late at all to a shift, immediate notification and an estimated arrival time are required. All cancellations, tardies, and no shows are documented. **Four (4) occurrences of being late to a scheduled shift and/or a “no show” to a scheduled shift during the Program is considered a breach of contract and the vendor will be removed from the Program.** Removal from the Program for this reason may render the vendor ineligible to participate in additional food services opportunities at the Airport.

Presence at Unscheduled Times/Locations

Vendors must operate only at scheduled times and locations. The first occurrence of an unauthorized operation will result in a one-month suspension from the program. Any subsequent unauthorized operations will constitute a breach of contract, resulting in immediate dismissal and possible disqualification from future program participation.

Unexpected Maintenance and Other Circumstances

Unexpected circumstances, such as emergency maintenance or family emergencies, are understandable and notice should be provided to the Airport as soon as possible if these circumstances will result in a missed shift. Airport may consider granting an excused absence on a case-by-case basis. Additional documentation to support an excused absence may be requested.

Severe Weather

The Airport continues to operate 24/7, but scheduled vendors will be notified via email as soon as possible of weather-related cancellations. The Airport may consider granting an excused absence if a vendor cannot report to their shift due to weather conditions.

Major Holidays

Vendors may operate on major holidays observed by the Airport, with CLT approval, if the holiday falls on a regularly scheduled vending day. Vendors must notify the Food Truck Program Coordinator by emailing foodtrucks@cltairport.com if they wish to operate on a major holiday.

E. Operating Procedures

Closing Shifts – End of Lunch Shift

Lunch service is conducted from 11:00 AM to 3:00 PM ET. Vendors must conclude service promptly at **3:00 PM ET** and be fully packed and off the premises by **3:30 PM ET** to allow adequate time for the dinner shift vendors to arrive and set up. Vendors scheduled for both the lunch and dinner shifts may remain on site between shifts. Those who choose to leave the premises must return and be fully set up at least 10 minutes before the start of their scheduled dinner shift.

Closing Shifts – End of Dinner Shift

Food trucks scheduled for dinner shifts have the option to stay after shift but must announce last call for customer orders no later than **9:00 PM ET**. Vendors are expected to begin closing operations immediately following last call.

All food trucks must be fully packed up, their assigned operating area must be cleaned of all trash and debris, and the Airport Overlook must be vacated no later than **9:45 PM ET** to support Airport Security's nightly closing procedures.

Failure to comply with these operating hours may result in a temporary suspension from the Food Truck Program, during which the vendor will not be eligible to sign up for assigned shifts until reinstated by the Program Coordinator.

Food Truck Area Gate Opening and Closing Procedures (at the Overlook location)

Vendors will be given access to open and close the gate to the Overlook's food truck area, so they can set up for their shift and not have to wait for a CLT Airport staff member to be dispatched to open or close the area.

Vendors will be provided with a secure access code to open the gate's combination pad locks. Vendors are prohibited from sharing access code with anyone.

Gate Opening Procedure:

1. **Arrival:** Upon arriving at the Overlook, you will find the front swing gates next to the food truck staging area locked with a combination padlock and cable.
2. **Unlocking:** Use the access code provided to you to unlock the combination padlock and remove the cable.
3. **Gate Operation:** Open the front swing gates fully and park your food truck in the designated staging area.
4. **Securing the Gates:** After parking, close the front swing gates and re-apply the cable. Lock the padlock securely.
5. **Shift Start:** You may now begin your shift.

Gate Closing Procedures:

1. **End of Shift:** When your shift concludes, proceed to the back swing gates. Use the same access code to unlock the combination padlock. Remove the cable and open the back swing gates fully.
2. **Exit:** Drive your food truck out past the back swing gate.
3. **Final Gate Closure:** Once your food truck has exited, close the back swing gates and re-apply the cable. Lock the combination padlock securely.
4. **Secured Area:** The area is now secure, and you may leave the Overlook.

Penalties Regarding Chains and Padlocks:

Vendors are held responsible for the chains and combination padlocks at both the front and back swing gates during their shifts at the Overlook. If the gates are not properly closed or if the cable

and combination padlocks are lost during a shift, the vendor may be required to pay a fee for its replacement. Please ensure all security measures are followed to avoid this fee.

F. On-Site Service Requirements

Vendors are required to maintain, at minimum, the on-site service requirements identified below.

Basic Service Requirements

- Vendors must clearly display their business name
- Maintain and regularly update the menu of food items offered
- Be fully set up by the scheduled start time and arrive early to allow for timely preparation
- Comply with all established Airport guidelines and regulations
- Keep the area clean and free of trash and debris throughout and after each scheduled time slot
- Provide prompt and friendly customer service
- Avoid disruptive noise, such as playing loud music with vulgar language

Cleanliness

Vendors are expected to maintain a reasonable cleanliness of vending operations and the operational area. This includes trash relating to food scraps, packaging, utensils, etc. Grease and oil should be disposed of off-site and not in the trash receptacles on Airport grounds.

Vendors must adhere to all the applicable requirements under the United States Environmental Protection Agency (EPA) oil pollution prevention regulations (40 CFR Part 112).

URL Link: https://www.epa.gov/sites/default/files/2014-04/documents/b_40cfr112.pdf

Trash products of all kinds must be disposed of in an environmentally safe way. Trash dumping of any kind will not be tolerated and may result in a contract breach and program termination.

Menus

The vendor will be responsible for maintaining and updating their menu. The Airport must be notified of any significant menu changes (i.e. change in type of cuisine).

Parking

Vendors are required to park in designated food truck spots only. Striped parking spaces in both the Old Terminal and TNC Lots are limited and intended solely for employees or ride share drivers.

Amenities

Each location will provide access to permanent or portable restrooms as well as trashcans for any basic food product removal (paper plates, napkins, cups, etc.) Trash removal will be arranged by CLT and will occur, at minimum of, once a day. Gas and electricity will not be offered for use to food trucks. Trucks are expected to arrive ready to perform.

Alcohol Sales

Vendors participating in the Food Truck Program are prohibited from selling, serving, distributing, or providing alcoholic beverages of any kind while operating as part of the program. This prohibition applies regardless of whether the vendor holds an alcohol permit or license for other events or locations.

Vendors found selling or distributing alcohol may be required to cease operations immediately and may be removed from the Food Truck Program and/or become ineligible for future participation.

G. Active and Inactive Vendors

To maintain active status in the Food Truck Program, vendors must adhere to the following:

1. Actively participate in the program by signing up for and working shifts
2. Submit monthly revenue reports to the Airport
3. Keep all required documentation current, including certificates of insurance, menus, and any other required documents

A vendor will become inactive if they do not sign up for any shifts for **three (3) consecutive months**. If a vendor becomes inactive for this reason, they must contact the program coordinator at foodtrucks@cltairport.com to request reactivation.

A vendor will also become inactive for failing to submit monthly revenue reports or for failing to maintain required documentation. Vendors will not be returned to active status until all outstanding revenue reports and required documentation have been submitted and approved.

H. Revenue Reporting

Vendors will be required to submit a basic revenue report each month to the Airport. Templates will be provided electronically, and reports will be due to the program coordinator by the end of each following month. Vendors who do not meet the reporting deadline will be deemed inactive and are subject to not being scheduled for additional shifts until all overdue reports are submitted.

I. Social Media/Marketing

Due to the operational size restrictions and the present concern of traffic flow on surrounding roads of select locations, vendors shall not advertise their location on social media unless otherwise given permission to do so by CLT staff. They may use language such as “private event” on their public schedules if desired. Food truck schedules will be advertised by the Airport to the target customers of the specific vending locations. Customers primarily include Airport

employees, other Airport partners who do business in and/or immediately around Airport property, ride share drivers, and the general public.

J. Program Participation Withdrawal

Vendors who desire to discontinue participation in the Program are required to give notice to the Food Truck Program Coordinator 45 days in advance, at minimum. Vendors who choose to withdraw from the Program are still required to submit a revenue report for the last month worked. Failure to do so is considered a breach of contract and will subject the vendor to potential disqualification of future participation with Airport concessions programs.

Section II: Supplier Registration and Certifications

Vendors in the Airport's Food Truck Program do not need to register as suppliers with the City of Charlotte or obtain disadvantaged or small business certifications to participate.

However, vendors seeking contract opportunities outside the Food Truck Program with CLT Airport or other City of Charlotte Departments may need to complete supplier registration or obtain disadvantaged or small-business certification.

A. City of Charlotte Supplier Registration

Vendors seeking contracting opportunities outside the Food Truck Program with CLT Airport or other City of Charlotte departments are encouraged to register as a supplier with the City of Charlotte.

Supplier registration requirements can be accessed using the URL link below:

<https://www.charlottenc.gov/Growth-and-Development/Doing-Business/Vendor-Registration>

B. Airport Concession Disadvantaged Business Enterprise (ACDBE) Certification

Vendors seeking passenger-facing sub-concessionaire opportunities (i.e. food and beverage contract opportunities within the airport terminal) are strongly encouraged to obtain ACDBE certification through the North Carolina Department of Transportation (NCDOT).

Additional information about the ACDBE certification requirements can be accessed using the URL link here: <https://connect.ncdot.gov/business/SmallBusiness/Online-Cert-App-Portal/Pages/default.aspx>

Additional information about CLT Airport's ACDBE program can be accessed using the URL link here: <https://www.cltairport.com/business/business-diversity-programs/acdbe/>

C. Charlotte Business Inclusion (CBI) Program & Certification

Vendors may be eligible to apply for local Small Business Enterprise (SBE) certification through the City of Charlotte's CBI program.

Additional information about the CBI program and certification requirements can be accessed using the URL link below:

<https://www.charlottenc.gov/City-Government/Departments/Contracting-and-Procurement/CBI>

Additional information about CLT Airport's compliance with the CBI program can be accessed using the URL link here: <https://www.cltairport.com/business/business-diversity-programs/cbi-program/>

Section III: Contact Information

A. Food Truck Program

Questions, concerns, and suggestions regarding any aspect of the Food Truck Program are encouraged and should be directed to the Food Truck Program Coordinator by emailing foodtrucks@cltairport.com.

B. Safety Resources

In the event of a medical or safety emergency:

CLT Airport Emergency Line: 704-359-4911

In the event of an Airport operations issue:

CLT Airport Operations: 704-359-4012

Additional Information:

CLT Operations staff are available 24/7 to answer any emergency calls