# Policies

## Prices, Fees, and Payment

Meal prices are inclusive of food items only. Local sales tax, floral, or rental decorations are additional.

When catered events are served and/or setup by University Catering, a labor charge will apply...

- 5% for all University sponsored meals serviced in the LA Pittenger Student Center, Alumni Center or EB and Bertha Ball Center
- 20% for reception services
- 20% for University sponsored meals serviced outside the above three listed venues
- 20% on all non-university sponsored events

Any price quotation given more than three months in advance is subject to price increase. Once contracted, prices will not change.

University Catering reserves the right to charge for damaged or missing equipment.

Student organizations without a valid BSU account and off-campus groups will be required to provide signed contract and full payment three business days prior to their event.

For weddings, 50% of the total estimated charges are due and payable four weeks in advance with the balance due three business days prior.

If additional action is necessary to collect the total amount due, the university, court costs, attorney fees, and collection costs will be added to the outstanding balance of the account.

## Guaranteed Number

To ensure appropriate service preparation, University Catering requires the guaranteed number of guests by 12pm(noon) three business days prior to your event. If no guarantee is given in this time frame, the estimated attendance count, at time of booking, will be considered your guaranteed number. You will be billed for your guaranteed number or the number served—whichever is greater. Increases in the number of guests within 48 hours of the event will be subject to an additional 25% of the meal price per added person.

## Bookings

University Catering understands that last-minute requests may sometimes be impossible to avoid. Because we take pride in the quality of our food and service, please remember that it is possible a request made less than five full business days in advance, not including the day of the event, may not be able to be fulfilled. Orders placed less than five full days in advance are subject to an additional labor charge, a limited menu, and/or service based on availability.

## Delay or Extension in Service

An additional labor fee will be assessed if the serving time is delayed more than thirty minutes through no fault of the food service. This will be figured on a per-hour fee for the total number of servers covering the event. Extra labor fees will also be assessed if service is extended due to no fault of University Catering. Service extensions are defined as those exceeding the following time limits for service:

- Breakfast—1.5 Hours
- Luncheon—2 Hours
- Dinner—2 Hours
- Receptions—2 Hours

## Cancellation and Changes

Events or menu items cancelled or changed after order confirmation will be subject to the following charges:

- Cancellations five business days or more prior to the event incurs no additional charge.
- Cancellation/change fewer than five business days from the event may result in additional charges or may not be accommodated.
- Changes within 48 hours of the event *will* incur an additional charge or *may not* be accommodated.
- Cancellation within 24 hours of the event *will* result in a charge of full cost of the event.

## China and Disposable Charges

Served or buffet meals off-premise will incur a $3/person china fee. Receptions have the options of utilizing china and glassware at $1/person or disposable-ware at $.08/piece. On premise buffet meals have the option of utilizing china and glassware at an additional $1.50/person.

## Special Equipment

The client is responsible for arranging, with the facility manager, all tables, chairs and special equipment needed for the event. Additional charges will be applied to your invoice for setup of equipment. University Catering provides linens for all buffet and dining tables when a full meal is ordered. These prices are based on 8-person tables. Additional linens will be charged accordingly. Linens can be provided, at charge, for non-meal needs. Please notify your Catering Representative for linen requests.

## Loss or Damages

The university does not assume responsibility for damage or loss of any merchandise or articles left on the premises. Loss or Damage to University Catering property during an event will be added to the final cost at time of billing.

## Policy Regarding Carry-In Food or Beverages

No food or beverages may be brought into the Alumni Center, L.A. Pittenger Student Center, Kitselman Conference Center, EB Ball Center, Worthern Arena Lounge, Scheumann Stadium Suites, Emens Auditorium, Pruis Hall Lobby, Mueller Lobby in Sursa Hall, and AR 217 (Recital Hall) without the permission of University Catering. UC reserves the right to charge such groups for any cost incurred to University Catering as a result of this activity.

## Leftover Food

Due to health and liability issues, perishable food remains the property of University Catering in all venues where University Catering provides food and services. Bakery Items will be packaged if requested.