



Policies

Prices, Fees and Payment

Meal prices include food, labor (service) and linens. Local sales tax, floral or rental decorations are extra. Parties, receptions and refreshments are priced for client pick-up; therefore, when served and/or setup by University Catering (UC), a labor fee of 20% may be added. Any price quotation given more than three months in advance is subject to price increase. Once contracted, prices will not change. Payment of charges for the event must be made within thirty days of invoice presentation. 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. We reserve the right to charge for damaged or missing equipment and furnishings. Student organizations and off-campus groups will be required to provide signed contract and full payment three business days prior to event. For weddings: 50% of the total estimated charges are due and payable four weeks in advance and the balance is due seven business days in advance.

Guarantee

A final guarantee of attendance and confirmation of the menu is required three business days prior to the event. If no guarantee is given in this time frame, the estimated attendance count on your confirmation will be considered your final guarantee. You will be billed for your final guarantee or the number served; whichever is greater.

Late Bookings

University Catering understands that last-minute orders 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 business days in advance, not including the day of the event, may not be able to be fulfilled. Orders placed less than five days in advance are subject to an additional 20% charge, a limited menu, and service based on availability.

Cancellation and Changes

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

- Cancellation/change seven 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 24 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 event.

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 UC. Extensions are defined as event labor including setup and tear down, beyond the following limits: Breakfasts & Receptions– 3 hours | Luncheons & Dinner– 3½ hours | Dinner with Alcohol Service– 4½ hours.

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 added to your invoice for setup of equipment. UC provides linens for all buffet and dining tables when a full meal is ordered. 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.

Policy Regarding Carry-In Food or Beverages

No food or beverages may be brought into the Alumni Center, LA Pittenger Student Center, Kitselman Conference Center or EB and Bertha C. Ball Center without the permission of University Catering. UC reserves the right to make a charge for such service

Leftover Food

Perishables remain the property of UC. Cookies, Muffins or Donuts will be packaged if requested.