

CATERING POLICIES AND PROCEDURES



*Please take the time to read over these important guidelines for booking catering services.
If you have any questions, please call the Catering Office.*

Booking Procedures

Before planning the catering for your event, please make sure that you have space booked. To book events being held in Kennedy Union, KU Field, McGinnis, Virginia Kettering and Lawnview, please consult the Director's Office at KU, 229-3333. They will also take care of room arrangements, tables, and AV equipment. If you need information about other space on campus, they will be happy to help you locate the right department.

We offer an **"Early Order Discount"** to **UD groups** whose events are being charged to a University account number, or to student groups that are recognized by the Office of Student Activities. To receive this 10% discount off menu prices, you must have your menus selected within the following time frame:

- **Meals, Receptions, Large Deliveries — 10 business days in advance**
- **Pickups, Breaks, Bag Lunches, Small Deliveries — 5 business days in advance**

This allows Catering Services the opportunity to prepare your function properly for the best results. **An additional charge of 10% of the total price of the event, with a minimum of \$10.00, will be assessed for catering orders scheduled less than 2 business days before the event.** The Early Order Discount does not apply to delivery charges, labor charges, equipment or linen rental, water service, or alcohol service. In order to provide the quality of food and level of service our clients deserve, we will continue to accept new orders only until we reach the limit of our service capabilities. Factors such as kitchen production capability, availability of delivery staff and servers, and the number of transportation vehicles required are considered.

Pickup Orders

Pickup orders will be discounted by 10% when ordered 5 business days in advance, with the exception of equipment, linen rentals and alcohol. We will try to accommodate last minute requests.

All catering equipment must be returned within 24 hours of the event to the Catering Office, M-F, 8:30 a.m.–4:00 p.m.

Returns left in the ground floor kitchen will not receive proper credit. Pickup orders will consist of disposable service.

Orders not requiring any kind of catering service can be made by calling **KU Dining Service at x92236**, or by bringing a requisition to the food court the day of the event. These may include pizzas, small orders of cookies, donuts or muffins.

Delivered Events

Events held **on campus outside of KU** is considered a delivered event **and will have a delivery charge—20% of the total bill—added on to the final invoice.** Events held **off campus** will be assessed a **30% delivery fee.** There is a minimum order of \$50.00

for delivered breaks, and a minimum order of \$200.00 for all staffed meals and receptions, before the discount and exclusive of the delivery charge.

For delivered events not requiring retrieval of Catering Services equipment (coffee pots, urns, china, etc.), the client will be charged for what is actually delivered.

Persons hosting an unstaffed "drop-off" event will assume responsibility for all Catering Services equipment. Charges for missing equipment will be billed to the sponsoring department or group. Catering Services will pick up equipment only. We are not responsible for the clean up of the event area.

You will be asked for an event ending time so that the catering staff may retrieve any equipment. If the event is not over at the specified time, resulting in a return trip by our staff, a \$15.00 charge will be added to your final invoice to cover our labor costs. This charge can be avoided by calling the **Catering Kitchen at x92232** at least 30 minutes before the previously scheduled end time.

Catering Services is not responsible for providing or setting up tables for delivered events. It is the responsibility of the client to provide adequate table space to accommodate the order. **We do not have key access to many rooms or buildings on campus, except in KU.** It is the client's responsibility to make sure that facilities are open at least 30 minutes prior to the order time for efficient set-up of the event. An additional service fee may be incurred if Catering Services has to set up tables, or wait for a room or building to be opened. All prices listed in the brochure are per person unless otherwise specified. There will be no "bill by consumption" for any items ordered through catering outside of Kennedy Union. All items delivered outside of Kennedy Union by Catering Services are automatically charged to the event, if consumed or not. We appreciate your understanding and cooperation with this policy.

Service Standards

Service staff is included in the price of all meals, large receptions, and catered picnics. Any other event for which service staff is requested will be charged an additional \$20.00 per hour, per server (minimum 3 hours).

For **events being held in KU**, pricing includes glassware and china service for all breaks, meals and receptions, unless otherwise stated. Set-up and clean-up is also included. Some events may require the use of disposable service, which will be discussed before the event.

For delivered events, disposable service will be used for all events outside of KU, including KU Field and KU Plaza, unless glass and china is rented. Rental service for meals is available at \$1.95 per

person, breaks and bar services at \$1.00 per person. **Disposable tablecloths will be available for delivered events which do not require retrieval of Catering Services equipment.**

Tablecloths, napkins and skirting for all food and beverage tables are included in the price of any meal or large reception. All refreshment orders include tablecloths for the food and beverage tables. Any other requested tablecloths may be rented at \$5.00 each. All skirted tables for non-food use, such as registration, displays, place cards, etc. will be charged \$15.00 each to cover labor and laundering. Non-standard size tables may not be suitable for skirting. Additional charges will be applied for special ordered linens.

Guaranteed Attendance

A guaranteed number of guests must be submitted to the Catering Services office at least 2 business days in advance of the event. If a guaranteed number is not received, the highest estimated attendance figures will be considered your guarantee. The customer is responsible for 100% of the guaranteed number, plus any additional meals served. An earlier guarantee date will be required for groups over 100 guests, or those with special menus.

Counts may not be lowered less than 2 business days before the event. Additional guests may be added within 24 hours of the event, but we cannot guarantee the same meal for all guests.

Payments

Student organizations and groups without a department account will be required to pay 100% of the estimated bill 3 business days in advance.

Additional or remaining charges will be billed following the event. Prepayments may be made by check, money order, or charge card. Cash payments can only be accepted for the exact amount of the bill, as we do not have access to change.

Event Cancellations

Events cancelled **more than 2 business days* in advance may be subject to a 10% cancellation fee** to cover our expenses. If an event is cancelled **2 business days in advance**, Catering Services will automatically bill **25%** of the total order. Cancellations made **the day before the event** will be assessed a **50%** service fee. **Cancellations made on the day of the event will be charged the full amount, with exceptions only made for severe weather conditions.**

***Business days do not include day of event.**

Holiday Charge

An additional service charge of 20% of the total invoice will be charged during most official UD holidays. Please consult Catering Services management regarding this policy when planning your event.

Vegetarian/Special Needs Menus

It is the responsibility of the event host to find out if any special menus are needed for their guests. We are able to accommodate any special meals with advance notice. Last minute orders take time to prepare, and the guests may have to wait for their meal. **If you are unsure of your guests' preferences, we recommend that you order extra meals to accommodate the growing number of vegetarians.**

Leftover Food

Food items must be properly chilled, stored, heated, and served. Food that is not handled correctly is very susceptible to food-borne illness. In compliance with state health regulations, we will only allow guests to take any leftover individually portioned food, such as cookies, donuts, fruit, etc. Any excess temperature-regulated food items, such as buffet food, deli meats, cheese, and hors d'oeuvres will remain the property of Catering Services, which is responsible for all prepared food.

Outside Food/Beverages/Vendors

No outside food or beverages, with the exception of wedding cakes, may be brought into KU, The Pub and Pub patio, KU Field or VWK Residence Hall. Food and beverage items must be purchased thru Catering Services.

Liquor and Bar Service Policies

University of Dayton Catering Services may supply bar service at the following locations:

Kennedy Union
Virginia Kettering Hall meeting rooms, dining hall and terraces
Keller Hall including patios and adjacent green space
Roesch Library first and ground floor
Frericks Center
Rike Center first floor
Heritage Center
Anderson Center first floor
Miriam Hall first floor and patio
Humanities Center first floor and patio
Humanities Plaza including Lawn area
Kettering labs first and fifth floor, patio, and adjoining plaza
Sherman Hall and adjoining KU plaza
Science Center first floor and patio (including walkway)
Wohleben Hall first floor
Marianist Hall First and second floor (non-residential)
RecPlex including patio

Bar Service is available from 11 AM to Midnight Monday–Saturday. Sunday bar service is restricted to beer and soft drinks at all locations. Due to State of Ohio Regulations, no carry in of alcoholic beverages is permitted at any of the permit premises listed above. Full bar service or partial bar service will be assessed per person bartender fees as listed in event planner and drinks will be charged individually or by bottle. No “self serve bars” shall be allowed on permit premises.

Under certain circumstances, special F-2 permits may be applied for with the Ohio State Division of Liquor Control in conjunction with UD Catering to provide bar service to areas not listed as permit premises. Please contact an event planner to determine how we may assist in areas outside our designated locations.

Alcohol Service at Student Events

All student groups, or events with a large number of students attending, that wish to have alcohol available, are required to schedule a Public Safety officer to card and band all guests. No alcohol will be served without the presence of an officer. As stated in the Student Handbook, “the event must also be registered 20 working days prior to the event with the **Office of Student Involvement and Leadership**. The host group or individuals sponsoring the event must follow all state, local, and University laws regarding the distribution of alcohol and may be liable for damages resulting from improper or irresponsible service.”