

CATERING POLICIES AND PROCEDURES UNIVERSITY

of

Catering Services

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.

Menus must be selected within the following time frame to avoid late order charges:

- **Meals or receptions requiring catering attendants and large deliveries — 5 business days in advance with no menu changes within 3 business days of event.**
- **Pickups, Breaks, Bag Lunches, Small Deliveries — 3 business days in advance with no menu changes within 2 business days of the event.**

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 on orders that are requested outside of the required time frame.** 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.

***Business days are defined as Monday through Friday and do not include day of event.**

Delivered Events

Box lunches, pizza, and other items that do not require a return trip will not be assessed a delivery charge for events on University property. Any event that is delivered to the Arena or other University property (Excluding River Campus) that requires staff or a return trip **will have a 10% delivery charge of the total bill.** There is a minimum order of \$50.00 for delivered breaks on campus outside of KU, and a minimum order of \$200.00 for all staffed meals and receptions, exclusive of the delivery charge. Events held off campus will be assessed a 20% delivery fee.

Pickup Orders

Pick up location is at the back of the KU ground floor kitchen. We will do our best to accommodate last minute requests based on the current business activity and nature of the request, but late charges may be accessed if ordered less than 3 days in advance of the pick-up date. **All catering equipment must be returned within 24 hours of the event to the Catering Kitchen on the second floor of KU, M–F, 8:30 a.m.–4:30 p.m.** Returns left in the ground floor kitchen may not receive proper credit and the organization or individual may be charged for any items missing equipment. All pickup orders will include disposable service; china plates are available for a rental fee.

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; leftover foods are responsibility of receiving individuals. Catering services will discard any left-over foods if not retained by client for food safety reasons. We are not responsible for the cleanup 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 **\$20.00 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 and requesting a new pick up time** 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. 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 needs for your event will be determined by Catering Services based on menu, service style, group size, and venue. Additional staff may be requested by the client for a rate is \$20.00 per hour, with a minimum of 2 hours for special services.

Additional service charges may also be applied for meals or receptions of less than 10 that require a server or an attendant.

For events being held in KU, River campus and the Arena, pricing includes glassware and china service for most breaks, meals and receptions. Disposable service may be utilized for casual break service, picnics, and pizza parties. Other events may also require the use of disposable service, which will be discussed before the event. Disposable service will be used for all events outside of KU; china service is available for \$3 per person at most locations.

Tablecloths and linen napkins for all food and beverage tables are included in the price of any meal or large reception at KU, River Campus, Arena, and china service. All refreshment orders include tablecloths for the food and beverage tables. Any other requested tablecloths may be rented at \$5.50 each. All skirted tables for non-food use, such as registration, displays, place cards, etc. will be charged \$20.00 each to cover labor and laundering. Non-standard size tables may not be suitable for skirting. Additional charges may be applied for special ordered linens.

Guaranteed Attendance

A guaranteed number of guests must be submitted to the Catering Services office at least **3 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 3 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 **3 business days* in advance will be subject to an automatic 25% cancellation fee and additional charges may be accessed to cover our expenses or losses due to the cancellation. Cancellations made on the day of the event will be charged the full amount, with exceptions only made for severe weather conditions.**

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Holiday Charge

An additional service charge of 25% of the total invoice will be charged during the following holidays: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. Please consult Catering Services management regarding this policy when planning your event.

Vegetarian/Special dietary restrictions

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 nearly any special meal with advance notice. Specific information regarding the guest name and dietary requirement must be provided to catering services 3 days in advance. Last minute orders take time to prepare, and the guests may have to wait for their meal or we may not be able to meet the requirement of the guest depending on the request. **If you are unsure of your guests' preferences, we recommend that you order extra meals to accommodate the growing number of vegetarians and gluten free request.**

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. We will only allow guests to take individually portioned leftover food, cookies, and donuts, etc. Any temperature-controlled 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, KU Plaza or Patio, Central Mall, River Campus, Time Warner Lounge, Boesch Lounge, and VWK Residence Hall.

Food and beverage items must be purchased thru **Catering Services**. Catering Services culinary staff skillfully prepares all types of international cuisine and regularly plans custom menus for our clients. Please contact our event coordinators for help in planning custom menus.

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
Arena Time Warner Lounge
Arena Boesch Lounge
River campus ground level and back outside area

Bar Service is available from 11 AM to Midnight Monday–Saturday. Sunday bar service is restricted to beer and soft drinks at campus and arena locations. There are no Sunday sales at River Campus. 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 recognized student organizations that wish to have alcohol available are required to be approved by Student Life and Kennedy Union. No alcohol will be served without the presence of an advisor or UD police officer. All events with alcohol must be held inside Kennedy Union. Individuals must be 21 to purchase alcohol and will be required to show a valid photo ID. Students who are of legal age will be allowed to purchase one drink at a time; no pitchers of beer will be available. 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.