

CATERING TO YOUR SUCCESS:

OUR GUIDELINES & POLICIES

Please review the following guidelines and policies that will allow us to make your event a success. Most important – book early!

We will endeavor to honor all published menu prices from the time of the event confirmation. However, due to market fluctuations, seasonal product availability and shipping challenges, ingredients may be substituted, and prices are subject to change. All product substitutions and price changes will be reviewed in advance.

The following guidelines have been developed to ensure that we have the resources and adequate time to coordinate and execute a successful event.

In order to confirm your event, a signed acknowledgement of the Guidelines & Policies is required no later than 7 days prior to event date.

Our Catering Event Sales Coordinators look forward to assisting you with navigating the planning process.

PLACING A CATERING ORDER

Catering requests are accepted on a first-come, first-serve basis and may be submitted up to one year in advance by submitting a Request For Proposal (RFP). To ensure catering services will be available for your event, please submit your RFP with as many details and as early as possible. Please complete a separate RFP for each day, location, and time of service to ensure our availability to meet your needs. Please be aware that Olive & Vine, Catering by UC Davis reserves the right to have a service set 30 minutes prior or up to 15 minutes after your requested “Catering Ready Time”.

Once an RFP is received and the ability for Olive & Vine to provide services has been established, a Banquet Event Order (BEO) will be generated in our event management program, CaterTrax. Once the BEO is created, you will have the ability to review and request changes to the order through the CaterTrax portal. The generation of your BEO serves as confirmation that Olive and Vine will be able to accommodate your request for catering services.

Catering requests submitted within two weeks of the date of your event will be accommodated on a staffing and product availability basis.

GUEST COUNT MINIMUMS

Plated Menus for served meals are subject to a minimum guest count of 20 persons. All menus include selecting one (1) item from the Plated Starters, two (2) Entrée's, Artisan Breads with our Chef's Olive Tapenade and iced water. Plated meals also include 2.5 hours of Service Labor. Additional Service Labor for events with extended timelines may be available at an additional charge.

For plated meals of 50 or less guests, place settings and additional supplies may be rented from Olive & Vine. Pricing for these items is available in the China Services section of [Additional Services](#).

Desserts may be added and are available under the [Plated Meals](#) section of the menu offerings. If Desserts are added to a plated meal, additional Service Labor may be applied to your event.

For plated meals over 50 guests, place settings are not available through Olive & Vine. China, Glassware and Flatware must be rented by the client from an outside vendor. Our Event Coordinator team can assist with the information regarding your event rental needs based on your menu selections.

Buffet Menus are available to serve a minimum of 12 persons. Compostable plates, cutlery, and linen to cover the service-related tables are included in the menu price. Staffing is included to set up and at the conclusion of event, remove all equipment but are not dedicated to stay throughout the event. Based on menu selection and buffet configuration, an attendant may be provided to monitor the buffet service. Additional Attendants are available and are suggested for larger groups requiring additional attention.

Plateware, Silverware, Glassware, and additional linen for guest seated tables are available at an additional expense and are in our [Additional Services](#) section of the catering website.

All food and beverage selections are to be finalized 14 calendar days prior to event date to ensure product availability.

Menus to serve smaller groups **may** be available and arranged through our Event Coordination team. These offerings are customized and subject to pricing variations from our other offered menu selections.

CONFIRMATION OF GUEST/ATTENDEE COUNT

Please provide a reasonable estimate of your guest count when placing your catering order.

Final guest count for events is due seven calendar days, excluding holidays, prior to the date of the event. To ensure product availability and staffing levels, the finalized guest count should be within 25% of original estimate.

Any unforeseen increase may be allowed up to 3 business days prior to the event date, excluding holidays, not to exceed 5% of the original guest count. Guest counts increased after the guarantee count deadline may result in menu substitutions and are subject to additional charges.

Billing is based on the guaranteed guest count or the actual number of guests served, whichever is greater. If no final guest count is received, the originally provided estimate and/or the quantity of product served will be billed.

FOOD AND BEVERAGE MINIMUMS

During normal hours of operation, Monday through Saturday, 7:00am to 7:00pm, our food and beverage minimum is based on purchases of \$300 per delivery.

Morning or Afternoon Breaks in conjunction with all day conference services, must meet a \$150.00 food and beverage minimum.

Services requested past 7:00pm may be subject to additional labor charges or possibly the opportunity to pick up equipment the following day as coordinated with our Sales and Event Management team.

Catering services on Sunday and campus observed holidays will be approved on a case-by-case basis and have a food and beverage minimum of \$2,500.00.

ALLERGEN & SPECIAL DIETARY NEEDS

Please notify us as soon as possible regarding guest special dietary needs or allergies. Please be aware that milk, egg, nut, fish, crustaceans, shellfish, wheat, soy, and sesame are used in our kitchen. Additionally, products we purchase are often produced in facilities that process foods with potential exposure to these allergens. With adequate notice, individually packaged items and customized menus may be created to accommodate guests accordingly, to the best of our abilities.

SERVICE CHARGE/GRATUITIES

Olive & Vine Catering and Companion staff are prohibited from accepting gratuities. There are no additional Service Charges added to the billing through Olive & Vine.

DAY OF EVENT COMMUNICATION

Please use our Text Tell Service to reach us for urgent assistance on the day of your event.

Text the following to 55744: "txtcatering" followed by typing your name, event location, and a brief description of your request. You will receive a phone call or text response as soon as possible.

EVENT SPACE RESERVATIONS – DELIVERY & PICK UP

Most campus room/space reservations are made directly through the [Conference and Events Services](#) website.

When reserving a room, ample time for Catering staff to set up and clean up on each end of your reservation time is required and must be planned for. Please also take into consideration parking for delivery and pick up access.

As a guide for room reservation timing, Catering staff generally should have access 45 minutes prior for buffets with compostable service. Please note that larger groups or events with special setup requests may require additional access time prior to the Catering Ready Time. Access for plated meals should be a minimum of 2 hours prior to the beginning of service.

At the conclusion of any event the Catering staff will need a minimum of 30 minutes to remove Catering supplies. Please note that larger groups or events with special setup requests may require additional time after an event concludes.

Events with more than 25 people may also require a dedicated back of house staging area for replenishments and catering equipment storage. This area will need power available for product holding boxes.

Please be aware that the catering department does not have keys or access to any locked buildings. Alert catering in the special instructions of your BEO if a class or another meeting is booked in the same room immediately prior or following your event so arrival and pick up times can be adjusted accordingly.

EVENT EQUIPMENT – TABLES & CHAIRS

Olive & Vine Catering does not provide tables or chairs for buffet or plated meal services. Clients are required to have any necessary tables or counter space needed for presenting selected menu items ready and in place upon Catering staff arrival. Olive & Vine staff are restricted from the ability to move furniture or adjust room setup.

Any equipment provided for Catering services is the property of Olive & Vine and should not be allowed to be taken away by guests of an event. Any lost, stolen or damaged equipment is subject to additional fees and will be charged to the client's master bill.

Olive & Vine Catering does not have trash receptacles and is not responsible for the resetting/cleaning of rooms or the removal of trash. It is the responsibility of the client to arrange for custodial and/or compost services, as catering can only remove the service related items.

DELIVERY/PICK UP FEE

Please note there is a \$50 re-delivery/pick up charge if, upon arrival, the room is locked, occupied or catering tables are not available for immediate set up or if the space is locked at the specified pick-up time. If additional product deliveries are made per client's request on event day, the \$50 re-delivery charge will also apply.

For deliveries off UC Davis campus, additional fees will apply based on travel time and distance from the main UC Davis campus.

LEFTOVER FOOD

Food safety protocol determines that food out of temperature control is not safe to consume after 4 hours. To ensure the safety of our clients and their guests, Olive & Vine uses time as a public health control and will discard any leftover food that has been out of temperature for over 4 hours, and at the end of the event.

Any non-consumed food or beverage already on a buffet or display may be taken by the client with a signed waiver form, if arranged in advance with a Catering Event Sales Coordinator. The client will assume full responsibility and liability for any result of leftover food being consumed after the event.

Olive & Vine has a limited supply of containers for removal of leftover food that must be purchased in advance (or you can supply your own, but with advance notice noted on the waiver form) and with the understanding that Olive & Vine staff cannot pack or assist in the removing of leftovers. It is recommended that any leftover food being kept is refrigerated immediately. It is imperative that the client's removal of leftover food must not cause a delay in the prior arranged pick up time, or the \$50 re-delivery/pick up fee will apply.

STAFFING

Every event is unique, and the number of staff needed for an event will vary based on guest count, menu, style of service, location, and timeline. Our Event Coordinators will assist you in determining the quantity and type of staff needed for your event. We do our best to minimize the cost for event staff to our clients, while ensuring all guests receive the best possible experience and all your guests' expectations are met or exceeded.

ALCOHOL REQUIREMENTS

The UC Davis Conference and Event Services department manages the approval of alcohol service for events on campus. Please submit a Campus Alcohol Permit form as soon as possible. Depending on the approval, based on the requirements listed in the Alcohol Service Flow Chart, trained Olive & Vine staff can serve authorized beverages for your event.

Olive & Vine Catering is prohibited from purchasing or selling alcoholic beverages directly. However, our Event Coordinators can assist with your procurement of wine and beer through providing information about approved third-party purveyors (separate direct invoicing with the third-party). Olive & Vine will not store, transport, or assume responsibility for alcohol prior to or after the conclusion of an event.

Client is responsible for the conduct of all guests; no one under the legal drinking age may be served alcoholic beverages.

REGENTS POLICY 5402

Per Regents Policy 5402, *"There shall be a general prohibition on contracting out for services and functions that can be performed by University staff"*. Catering is defined as a food and/or beverage service that includes on-campus service or on-campus food preparation. Food delivery in the form of "drop off" is not considered full-service catering and is not being addressed in this policy. More information is available at <https://supplychain.ucdavis.edu/procure-contract/buying-srvcs/covered-service>. If we are unable to provide the service for your event, you can request a carve out <https://supplychain.ucdavis.edu/form/covered-services>.

Please note California Education Code Section 92493 provides additional guidelines of buildings on the UC Davis campus which require services to be provided by represented staffing.

CLOSED DATES

Due to business volume and staffing availability, a date may be "closed" to accepting new orders if it has been determined that our resources are already at capacity for that date or time frame.

MAKING CHANGES

Changes in guest count, style of service, location, date, or time may not be possible within 7 calendar days of your event. Please request changes to your order through the CaterTrax portal. All change requests after orders have been confirmed, require the approval from the Catering Operations Department via the website.

We cannot accept changes to the next business day's catering orders.

CANCELLATIONS

Prior to the 14-day food and beverage selection deadline events may be canceled without any charges applying (excluding special order items which have been procured).

Cancellations for events within 14 calendar days of the event date are subject to 50% of event charges.

All events and/or items cancelled within 7 calendar days will be billed as ordered (100% charge). A packaged "to-go" alternative **may** be possible; contact your Catering Event Sales Coordinator for options and availability. Cancellation fees may not be applied to future events.

SUSTAINABILITY

Sustainable dining means that food production, transport and service have a low environmental impact.

Olive & Vine Catering supports the University of California system-wide sustainability initiatives in many ways including prevention of food waste and diversion of food materials from the waste stream. We proudly offer compostable and recycled "green" products as standard with all catering services. Additional service styles such as compostable palm leaf tableware, reusable china and flatware are available at an additional charge.

To encourage the stewardship of natural and human resources, Student Housing and Dining Services supports growers and producers who practice sustainable agriculture methods. Sustainable agriculture includes ecological growing practices, humane animal treatment and social responsibility such as working and living conditions of laborers, the needs of rural communities and consumer health and safety. <https://sustainability.ucdavis.edu/goals/food>

BILLING

UC Davis campus departments may place orders using an Aggie Expense COA assignment. All clients have access through the CaterTrax portal to view and print a completed copy of their BEO (banquet event order) post event as their receipt.

All campus department Aggie Expense orders are tax exempt and must be secured by providing the fiscal officer's name, email, and employee ID at the time the order is submitted.

Student groups, private parties and off campus corporate clients may place orders to be paid with credit cards and cashier checks. A 100% deposit is required at time of guarantee of attendance for the event. Any additional charges from potential increases must be fully paid 3 days prior to the event.

Non-University clients are subject to sales tax.

Make Checks Payable To:

UC Regents Olive & Vine Catering

Mailing Address:

Student Housing & Dining Services c/o Olive & Vine Catering
1049 LaRue Rd. Ste 3100
Davis, CA 95616

AGREEMENT TO TERMS & POLICIES

I agree and accept, the Guidelines and Policies set forth above.

Guest/Client Signature

Date