

Policies & Procedures

Updated 10/2016

Advance Notice:

- Orders are requested two weeks in advance and may be placed at: <http://catering.ucdavis.edu>
- Orders that fall short of the \$175.00 minimum delivery policy can be picked up from University Catering. Call 530-752-2997 for more information.

Submitting an Order with Less than Two Weeks Notice:

Orders placed less than one week in advance may not be possible with the level of service you desire. We will discuss options available on short notice with you.

Occasionally, two weeks out our calendar may be full for a particular day. If possible, place an on-line *FYI order* detailing your catering date, time and type of service needs as soon as you know you will require catering services. This will put your event on our calendar to hold the date. This hold does not take the place of submitting a complete catering order two weeks in advance.

- Events occurring on Holidays may be subject to an additional charge.
- Please complete a separate order for each time of service, each location, and each day of service.

Due to product availability, quality and unforeseen market price fluctuations, prices are subject to change without notice. Once an order has been accepted by the catering office prices are guaranteed.

We will make every effort to provide the exact product ordered however, product availability and/or quality may affect this at times. You will be notified in advance of menu substitutions when possible.

- Please note that the on-line calculator may not reflect some service charges and fees or accurate as used amounts at the time of order placement and should be used only as an estimating tool.
- **Always confirm receipt of faxes sent to University Catering.**

Office Hours: Monday-Friday 8:30am-5:00pm

Phone Number: 752-2997

Sales Fax: 752-4755

Billing Office Secure Fax: 754-2695

Web site & On-line order placement: <http://catering.ucdavis.edu>

Email: catering@ucdavis.edu

Final Guest Counts:

When placing a catering order, please provide an estimated guest count reflecting the **realistic number of guests you anticipate** attending your event.

- A final guest count is due **three full business days (excluding holidays)** prior to the event and must be phoned in.

Tuesday events: count is due previous Wednesday

Wednesday events: count is due previous Thursday

Thursday events: count is due previous Friday

Friday events: count is due previous Monday

Saturday, Sunday and Monday events: count is due previous Tuesday

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Final Guest Counts Continued:

- Billing is based on the final guest count, or the actual number of guests served, whichever is greater. If no final guest count is provided the estimated guest count provided will be billed.
- Guest counts increased after the final guest count deadline may be subject to additional charges.

Making Changes to Your Event Order:

- Dramatic changes in guest count, style of service, location or date require necessitate immediate notification.
- Menu, style of service and event times are difficult to change less than one week prior to the event. Some changes may not be possible if requested after this deadline.
- All changes should be made on-line once your order has been placed. Changes within two weeks of your event will require a call to the sales office.

Cancellations:

- Events or menu items may be cancelled anytime prior to one week (7 days, excluding holidays) before the event with no charge.
- Events or menu items cancelled less than one week (7 days, excluding holidays) before the event will result in a \$50 processing fee or 33% charge of the total price of all items ordered, whichever is greater.
- Orders cancelled within 48 hours of the event may result in a 100% charge for all items ordered.
- All alcohol license fees are nonrefundable.

Leftovers:

Due to health regulations, perishable leftovers may not be removed from the event site. University Catering will not be held responsible for food items removed without our knowledge and prior consent. If catering equipment is removed from the event site appropriate charges will be added to the final bill.

Billing:

- UCD campus departments may place orders directly with catering, will be sent an invoice post event and are responsible for generating payment to Sodexo using My Travel within 30 days of service.
- Student groups may place orders directly with catering paying with a cashiers check or by having a department representative place the order on their behalf.
- Private parties and to-go orders may also be placed directly with catering. Credit cards, cash, and cashier checks are the only authorized types of payment. A 75% deposit is due two weeks in advance. Payment, in full, is due with the final guest count (three full working days prior to the event). Personal checks are not accepted.
- A finance charge of 15% will be added to all balances (campus and private) over 60 days old. Returned checks will result in a \$50 fee.

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Room Reservations:

- Most campus room reservations are made directly with CEVS:
<http://cevs.ucdavis.edu/Public/?SRVC=EVENT>
- When reserving a room allow ample time for catering to set up and clean up on each end of your room reservation time.

If you need advice on how much time to allow please inquire with CEVS or catering. Please alert catering if a class or another meeting is booked in the same room immediately prior/following your event so arrival/pick-up times can be adjusted accordingly.

- Additional charges may apply for redelivery of service or additional labor incurred if we arrive and a room is locked, occupied or catering tables are not available.
- A work order must be placed with custodial services when you book your room as University Catering does not provide compost/landfill/recycling bins or remove these items from the event site.

Deliveries, Service Charges, Pick-ups, and Minimum Orders:

- There is a \$20 delivery charge on all delivered orders that are less than \$250. Delivery charges are waived on all individual orders over \$250.
- Services under \$100 are not available for delivery, but may be picked up from University Catering. All equipment picked up from catering is the responsibility of the client to return. Unreturned items will result in appropriate charges on the final bill.
- University Catering does not have key access to rooms or buildings on campus. Please ensure the facility is unlocked for set up, delivery and pick up. In the case of missing equipment, necessary charges will be added to the final bill. University Catering is not responsible for client or guest items left at events.
- All delivered catering events are subject to an additional 5% service charge. This service charge helps cover internal processing costs. Customers will find as they review their catering contract a breakdown of the event elements and their costs, the service charge helps cover the costs inherent in preparation, planning and implementation of the event.

Multiple Caterers in the Same Location:

- University Catering does not recommend using multiple caterers in a single facility.
- If University Catering must remove another caterer's service or clean up after another caterer in order to set up or clean up a service we are providing, appropriate charges will be added to the bill.

Missing equipment or linens will automatically be added to the final bill. Please note that many caterers' equipment is similar in appearance and often times it is difficult for either caterer's staff to distinguish between it.

Room Set Up & Clean Up:

- University Catering is not responsible for setting up, resetting or cleaning rooms. It is the responsibility of the client to arrange for custodial services. Catering will remove food service equipment only.
- Room set up is coordinated through CEVS (752-2813) or directly with the facility manager. Remember to have conveniently located restrooms unlocked for the duration of your event.

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Specialty Linen & China Rentals:

University Catering will coordinate renting specialty linens, additional china and any other items that cannot be provided in house on an event by event basis or you may rent these items on your own. There is a 20% coordination fee plus the rental bill (including shipping/delivery charges), to coordinate this service. UCAT is not responsible for damaged or lost linens unless we personally cause the damage or lose the item due to negligence. With china and linen rentals, we rent 5% above the guest count.

Tables, Barbecue Grills, and Floral Arrangements:

- University Catering does not provide tables, chairs or barbecue grills. For tables and chairs at campus locations, please contact Special Services at 752-9309.
- Contact grounds directly to rent barbecue grills, arrange for trash, recycling, and have sprinklers turned off at outdoor event locations; 752-1655 or customers@mail.om.ucdavis.edu.
- CEVS can also coordinate other campus services for you, upon request, for a coordination fee. When tables must be set up or moved by catering staff, appropriate charges will be included on the final bill.
- Sustainable campus grown foliage 'arrangements' are included on most buffets at no extra charge, however they are not guaranteed, and are subject to availability. Arrangements which are removed from the event, will result in appropriate charges added to the final bill.

Off Campus Catering and To-Go Services:

University Catering caters a wide variety of events both on and off the UC Davis campus including weddings, birthday parties, anniversaries, corporate and community events.

- A \$30 delivery charge applies in Davis and a \$50 delivery charge plus mileage and traveling labor applies for delivery outside of Davis.
- Most of our menu items can be ordered to go and are available on a pick up basis for any occasion.

Custom Menus, Special Services, & Special Guests

- You can customize any menu to fit your needs or we can create a custom menu that will suit your tastes and budget. You can expect the following services from University Catering:
 - Environmentally friendly catering
 - Sustainable menu choices
 - Seasonal menus
 - Special diet accommodations & children's menus
 - Budget friendly menus
 - Customized menus
 - Theme meals

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Special Diets & Children's Meals:

- Special diets ranging from children's meals, low sodium, low fat, vegetarian, vegan, lactose intolerant, gluten free, food allergies and limited kosher can be accommodated.
- There may be an additional charge for some special diet plates.

Please contact our office to discuss options. Indicate the need for a special plate on your contract when ordering with the exact restriction(s) to be followed.

Menu Tasting:

Specific (non-standard) menu items may be sampled to assist you in making menu decisions at a tasting. Tasting requests require advance notice and must be scheduled around the Executive Chef's schedule. We request that tastings be limited to two representatives from your group/committee in order to facilitate decision making. Requests for more than three different entrees, or if more than one plate of any single entrée is requested for a tasting, additional items will be billed at the full menu price on the final event bill.