

# Welcome to University Catering

University Catering is dedicated to providing the highest quality service to the faculty, staff, students & guests of the University of Connecticut. Our services include served meals, buffet meals, receptions, coffee breaks, picnics & a la carte menu planning. Convenient group tickets for any of our campus dining facilities are also available.

The catering department is comprised of a well trained culinary staff & service personnel under the direction of professional management team. Our experience, knowledge & expertise enables us to provide all of the necessary ingredients to ensure the success of your event.

## Planning A Successful Event

Arrangements for catered events can be made through the Catering office located in Shippee on Rt. 195. You may contact us at (860)486-5053 or via email: catering@uconn.edu. The office hours are 8:30am - 4:30pm, Monday through Friday. We are closed on selected University holidays.

### ADVANCE NOTICE

When planning your event, keep in mind that larger, more involved events require a significant amount of planning and coordination. We recommend that you place your order as early as possible to ensure a smooth flowing event. For popular dates such as commencement weekend, more advanced planning is advised. Please remember to ask your guests if there are any dietary restrictions. University Catering will do our best to accommodate any needs pertaining to dietary restrictions or preferences if notified at the time of confirmation signing or before. We will do our best to accommodate all orders; however, a late notice decreases our ability to provide adequate service and supplies.

### SCHEDULING YOUR EVENT

At the time you book your event, the following information will be required:

- Name, email, phone & fax numbers
- On-site contact name
- Emergency contact name & number for events starting prior to 9:00am or after 4:00pm
- Name of group or department
- U-Box or address
- Day & date of event
- Beginning & ending time of event
- Estimated number of guests attending the event
- Location & access info
- Rain location &/or inclement weather plan (if applicable)
- Method of payment
- KFS number (if applicable)

### EVENT PLANNING & GUARANTEED ATTENDANCE

University Catering services may limit their services during peak times. Preliminary menu arrangements are highly recommended as early as possible, but must be made at least fourteen (14) business days in advance for our staff to meet your needs & expectations. To ensure appropriate service preparation, all cancellations &/or changes referring to the menu, guest count & event arrangements must be finalized by twelve noon, three (3) business days prior to your event. The event day is not included in the calculation. Our ability to serve additional guests added after the guest count guarantee deadline (i.e., less than three days before the event) will be determined on a case-by-case basis. Any decrease in the number of guests made after the guarantee deadline will not reduce the

quoted cost of the event. If the number of guests exceeds the guarantee, the client will be charged for the actual number attending. If a final guarantee is not submitted, the original contracted guest count will be used for billing purposes.

### EVENT DAY

Saturday, Sunday, Monday\*  
Tuesday  
Wednesday  
Thursday  
Friday

### GUARANTEE DUE BY

Prior Tuesday  
Prior Wednesday  
Prior Thursday  
Prior Friday  
Prior Monday

\* If the Monday prior to your event is an observed holiday, guarantees will be due one day earlier than the above stated.

### PRICING, AVAILABILITY & SERVICE CHARGES

We reserve the right to re-price any event whose guarantee fluctuates +/- twenty percent (20%) from the original tentative count. Menu items & pricing are subject to change without notice. Due to seasonality & vendor ability, certain items may not be available.

*As a courtesy to our community, University Catering does not add an industry standard service charge. We also do not charge or expect gratuity.*

### EVENT CONFIRMATION

Once the details of your event have been finalized, we will email your confirmation(s). Please carefully review all information for accuracy & completeness. If you have questions or changes, please contact your coordinator immediately. Your signed confirmation must be returned to University Catering ten (10) business days prior to your event. This is an absolute necessity for the success of your event.

### SERVICE HOURS

The standard hours for all delivery, set-up, clearing & attendant services are Monday through Saturday from 7:00am – 9:00pm & 8:00am – 8:00pm on Sundays.

Services required before or after our standard service hours will incur additional labor charges of \$25.00 per attendant per hour. Client is responsible for additional labor fees, per union contract, for events occurring on Easter Sunday, Memorial Day, the Fourth of July, Labor Day, Thanksgiving, Christmas Day & New Year's Day.

*Note: Menu items & pricing subject to change without notice.*

# Planning A Successful Event

## DELIVERY FEES

- Drop-off Service (all disposable, deliver, set up with no return for clearing by our staff)
  - Complimentary to Storrs Campus orders with a minimum order of \$100.00
  - \$15.00 if below \$100.00
- Standard Delivery (deliver, set up, return for clearing by our staff)
  - \$15.00 if below \$50.00 or on chinaware
  - Complimentary to Storrs Campus plasticware orders with a minimum of \$150.00
  - \$25.00 if below \$150.00 or on chinaware
- Off Campus Delivery will be determined on a case-by-case basis based on location & logistics.

Please establish accurate delivery & pick-up times for your event. Unscheduled returned trips due to late running meetings, locked facilities or rooms, or any other reason our equipment is not available at the specified time will incur an additional fee of \$25.00.

## LATE BOOKINGS

The busy catering calendar may not be able to accept late bookings. If we accept them, an additional charge is necessary to cover the expense of last-minute alterations & ordering. Events booked with less than seventy-two (72) hours notice will be subject to additional charges.

## SPECIAL DIETARY RESTRICTIONS

There will be an additional charge for certain dietary meal requests due to the high cost of ingredients.

## CANCELLATIONS

Events or menu items cancelled or changed after booking may be subject to charges based on what cannot be absorbed into ordinary production.

Events cancelled due to extreme inclement weather resulting in an official University closing will not incur any fees. For events cancelled due to inclement weather without an official University closing, the customer will be responsible for any special ordered items & costs that cannot be absorbed into normal production.

## DEPOSITS, BILLING & PAYMENT

University Departments paying by the University Financial Reporting System (KFS) are required to provide, at time of booking or upon confirmation, the KFS number that is to be charged following the event. It is your responsibility to ensure we have the correct KFS number. Your KFS Account will be charged the actual number of guests or the guarantee, whichever is higher at the conclusion of your event. For University affiliated groups paying by cash or check, payment is expected within seven (7) business days following the event. Final invoices will only be sent for alcohol consumption or upon request.

Full payment prior to your event is required for non-University affiliated groups. An invoice for alcohol & any additional fees will be sent after the event. Payment by cash, check, or money order is expected within seven business days of receipt. University Catering currently does not accept credit cards.

## OPEN FLAMES AND STERNO

For your guests' safety, University Catering requires an attendant to be present at all events that require open flames or sterno. An additional \$25.00 per attendant per hour (including setup & tear down) may apply.

## LEFTOVERS

Due to health regulations, and for the safety of our guests, food not consumed may not be taken from catered events.

## ALCOHOLIC BEVERAGE REQUIREMENTS & BAR SERVICES

### *University Requirements for Serving Alcohol*

- Alcohol may not be served unless non-alcoholic beverages (in addition to water) & food are also served. Food & non-alcoholic beverages must be available to the consumer without cost to the attendee if alcohol can be consumed at no cost.
- Alcohol served at University sponsored events at no cost to the attendees may only be funded by Foundation accounts.
- It is the responsibility of those in charge of an event to ensure that no one who is underage is served any alcoholic beverages. No service will be provided unless clear evidence of legal age is presented. The burden of proof for showing legal age is on the alcohol consumer.
- Alcohol may not be consumed or carried in open containers in commons or public areas (as defined by law & University regulations) of any building or grounds, except for group activities or events where alcohol (if required) has been obtained & the building proctor or scheduling has approved the event.
- Alcohol sales revenue may not be used for fund-raising on campus.
- All alcohol sales on University property must be provided by the Department of Dining Services. Event sponsors must have prior approval for the service of alcoholic beverages at special events. Event sponsors also must contact University Catering at (860)486-5053 to make arrangements for alcohol service with a minimum of two weeks notice.
- Each group must have an assigned person in charge who is 21 or over. Someone must assume responsibility for supervising the event & should be present at all times through completion of event. Connecticut law states that persons under 21 years of age not be furnished, served, or given alcoholic beverages. The age of attendees will significantly influence what procedures & additional fees will be required to ensure compliance with the law.

### **SPECIAL DIETARY REQUESTS**

Due to the increased cost of ingredients and added handling, dietary requests for the following items: Gluten Free, Dairy Free, Kosher and Vegan, require additional fees of:

Cold Lunch/Deli Special Dietary Request - \$3.00 per request

Hot Buffet Special Dietary Request - \$5.00 per request  
(This includes Breakfast, Lunch and Dinner)

Full Serve Special Dietary Request - \$8.00 per request  
(This includes Lunch and Dinner)

Kosher Meal Charges will be \$8.00 per request  
(This charge is for Lunch and Dinner)

There is no charge for someone requesting a vegetarian item.