

## **Policies and Procedures**

Thank you for giving us the opportunity to work with you. The following policies have been developed in order to ensure that we have adequate time to coordinate a successful event.

### **Booking Your Event**

A minimum order of \$50 (\$75 on weekends) and 10 or more guests are required for delivery. Certain menus require a higher minimum – see complete menu for details.

We require the following minimum lead times for booking your event:

- 5 business days for AM/PM Breaks, Lunches, Dinners, and Receptions
- 15 business days for Full-Service Events, Conferences, and all Large Events
- 3 business days for Order Cancellations or Changes (without incurring a fee)

We will do everything in our power to accommodate your order; however we cannot guarantee our services for orders placed after these deadlines as our calendar may already be full. A Late Order Fee of \$50 or 10% of the order (whichever is greater) will be added to any orders or changes made after these times and substitutions may be necessary as certain items may not be available last minute. Please call early to reserve our services.

### **Cancellations**

Orders cancelled 4-5 business days in advance will not be charged. Orders cancelled 3 days in advance will be charged 50% of order value. Orders cancelled 1-2 days in advance will be charged 75% of the order value. Orders cancelled the day of the event will be charged 100% of the order value. Full-Service Events, Conferences, and Large Events must be cancelled at least 7 working days in advance.

### **Confirmation of Guests**

A final guest count is required 5 business days prior to your event. Any changes made after this time will incur a fee.

If the actual number in attendance is greater than the amount confirmed, we cannot guarantee that adequate quantities will be available for all guests. If the actual number in attendance is more than 10% less than the amount confirmed, we reserve the right to increase the price per person.

If UCen Catering has not received signed confirmation within 48 hours of the event, the Client acknowledges that we will not cater the event.

## **Billing**

When booking your catering event needs, UCen Catering will be requesting a LAFS account string from your department for recharge purposes. A final invoice will be generated and emailed over following your event. We will then use the recharge number you provided for your event for payment. Alternative arrangements for payment will be made for any nonaffiliated or Off-Campus groups. Off Campus groups may be required to provide credit card information to hold the order. Student groups affiliated with the University must get a purchase order from Associated Students or the Office of Student Life before we will process the order. Payment for nonaffiliated or Off-Campus groups is accepted in the form of a check made payable to the UC Regents, UCen Accounting, 1158 University Center, Santa Barbara, CA 93106. Please include the invoice number on the check. If you have any questions regarding the billing process, please feel free to call us at (805) 893-2465.

\*\*\* Please DO NOT submit a Form 5 Check Request to campus for payment of your invoice\*\*\*

## **Fees**

- If the catering staff is asked to make an unscheduled trip, a charge of \$40 will be added and appear on the final invoice.
- Any missing equipment will be billed to the department or group holding the event.
- UCen Linens are supplied only for tables required for food setup. Additional in-house linens may be rented from us, and we can also coordinate the rental of all necessary linens for your event, both for an additional cost. For events within the UCen, we will work with the Scheduling Office to determine your linen needs.

The following labor charges may be applied to any order:

- An 18% labor charge to orders of 50 or more guests and/or events taking place outside of normal business hours (Monday – Friday, 8am – 5pm).
- A \$25-\$50 delivery charge for each event at the West Conference Center, Hollister Research Center, Goleta Beach, and any other off-campus locations (exclusive of labor).
- An 18% service charge will be applied to any china, stemware, flatware, etc. rentals.

## **Staffing**

UCen can provide attendant staff for your event at the following rates:

- \$26 an hour for a waiter/bartender with a three-hour minimum.
- \$44 an hour for a student manager
- \$64 an hour for a manager/chef attendant

Certain events require the use of UCen staff, based on the following criteria:

- A minimum of 1 staff member per 75 guests for a bar service
- A minimum of 1 staff member per 15 guests for plated meals
- A minimum of 1 staff member per 50 guests for drop-off orders with china service
- A minimum of 2 staff member per 50 guests for all hot food orders

## **Setup**

UCen Catering staff will arrive prior to the designated start time in order to allow adequate time to set up your event. Please have the doors unlocked and the room/area set up so that there are no delays.

We do not provide tables for events outside the University Center as standard; however we can coordinate this service for you for an additional cost. You can also contact UCSB Furniture Services at (805) 893-2732 to arrange for table delivery.

We do not guarantee the presence of flowers at all events. If you would like to guarantee that a flower arrangement is made for your event, we will rent a standard size arrangement for \$40 per event/day. Floral arrangements can also be purchased at market price. Please ask the Catering Sales Manager for a quote. Any rented floral arrangements that are missing at the end of an event will be charged at market price.

## **Pickup**

We will arrange for an AM (8am – 11am), midday (11am – 2pm), or PM (2pm – 5pm) pickup, with specific times subject to an additional fee. This policy does not apply to events within the University Center.

## **Leftovers**

All leftover food is the property of UCen Catering. For food-illness safety reasons, we cannot allow you to remove any perishable items at the end of an event. Any nonperishable items (baked goods, etc.) may be taken, however arrangements must be made by you to do so as we do not provide any type of to-go containers, and our platters, baskets, and other equipment may not be taken from the event. Any missing equipment will be billed to the department or group holding the event.

### **Service Ware**

Biodegradable service ware (plates, napkins, utensils, etc.) are provided for all events at 30% over the confirmed guest count. Additional service ware can be provided at a cost of \$0.75 per person. Please call us to discuss these options.

### **Trash Service**

Trash service for events outside the University Center is available through UCen Catering for an additional charge. Disposable trash containers are also available through UCSB Central Stores at (805) 893-3596.

### **Alcohol Policies**

UCen Catering is not authorized to supply any alcohol for an event. All alcohol needs to be provided by the client or contracted for delivery to and from UCen Catering before the event. If the catering staff will be handling and/or storing any alcohol for an event, a \$25 charge per case will be applied to the order, not to exceed \$250.00.

If alcohol is served at an event where students and/or people under the age of 21 are present, it is the clients responsibility to provide a security guard, staff member, or supervisor that will monitor consumers of alcohol and ensure they are of legal age. Wristbands or something visual needs to be provided to distinguish clearly and easily guests that are under 21.

UCen Catering is not authorized to host any cash bars and no money should be exchanged between the clients and the UCen Catering Staff in regards to alcohol during the event. UCen Catering can and will provide bartenders to serve and pour alcohol at events for an additional fee.

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