

CATERING POLICIES/PROCEDURES

ADVANCE NOTICE:

Contracts are required 10 days, excluding holidays in advance.

Occasionally, ten days out our calendar may already be full for a particular day. If possible, send or fax us an FYI written contract notification detailing your catering date, time and type of service needs with the menu noted "to be announced" as soon as you know you will require catering services. This will allow us to put your event(s) on our calendar to hold the date. This hold does not take the place of submitting a complete catering contract two weeks in advance.

- Events occurring on Holidays or School Breaks are subject to an additional 25% service charge.
- Each contract must include a complete menu selection and time line
- Complete a separate contract for each catered location, and each day of service.
- Due to product availability, quality and unforeseen market price fluctuations, prices quoted in this brochure are subject to change without notice. Once an order has been received 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. Our sales staff will notify the client in advance of necessary menu substitutions when possible

- Fax contract prior to getting appropriate signatures.
- Always confirm receipt of faxes sent to Westmont Catering.

SUBMITTING AN ORDER WITH LESS THAN 10 DAYS NOTICE:

Contracts placed less than 10 Days in advance will have a late charge of 15% of the total bill or \$25, whichever is greater applied to the final bill. Contracts placed less than one week (7 days, excluding holidays) in advance will have a late charge of 25% of the total bill or \$35, whichever is greater, applied to the final bill. Orders placed less than one week in advance may not be possible at the level of service you desire. We will be happy to offer you other options available on short notice. Late charges cover additional labor and food costs incurred as well as encourage timely placement of catering orders. Extenuating circumstances may sometimes prevent timely placement of orders, in these instances please inquire regarding charges.

FINAL GUEST COUNTS:

When placing a catering contract you must provide an estimated guest count reflecting the realistic number of guests you anticipates attending your event. A final guest count is due three full business days (excluding holidays) prior to the event. Tuesday events: count is due previous Wednesday events: count is due previous Thursday events: count is due previous Friday events: count is due previous Monday Saturday, Sunday and Monday events: count is due previous Tuesday Catering will be prepared to serve a few meals over your final guest count to accommodate last minute guests for buffet and plated meals only. 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 will be billed for. Guest counts that are increased after the final guest count deadline, that can be accommodated by catering, are subject to additional charges.

BILLING AND SIGNED CONTRACTS

New! Most off campus events, to-go orders and payment for those services are coordinated directly with Sodexho. Cash, money orders, personal checks and credit cards are the only authorized types of payment. Payment, in full, is due when the final guest count is provided three full working days prior to the event. All campus department catering contracts must have the proper signatures. Faxed contracts with signatures are acceptable. Sodexho must have received the signed catering contract with correct account number prior to the event. Events that are honored and performed prior to receipt of the signed contract and/or correct account number will be billed an additional \$25 processing fee. Contracts that remain incomplete five working days following the event may be subject to additional charges.

ROOM RESERVATIONS:

All Room Reservations must first go through Campus Scheduling.

FLORAL ARRANGEMENTS:

Floral Arrangements Flowers are included with most buffets at no extra charge, however they are not guaranteed and are subject to availability; you may also choose to provide your own. Floral arrangements provided by Sodexho which are removed from the event will result in appropriate charges being added to the final bill.

CUSTOM MENUS, SPECIAL SERVICES, SPECIAL GUESTS AND PRESIDENTIAL LEVEL SERVICE

You can customize any aspect of service to fit your needs or we can create a custom menu that will suit your tastes and budget.

- We have a wide variety of seasonal menus available, please ask your consultant for suggestions. Please allow catering a week to provide you with a cost for a custom menu. We can also create a menu to match the theme of your event with decorations to match.
- **New!** Inquire about our Presidential Level Service Upgrade with your sales consultant. This is recommended if you will be having VIP's or high ranking officials attending your event and want special protocol followed or a special service for them, discuss this in detail with your catering consultant well in advance.

These are just a few of the extra steps we can take if you alert us that you are having a special guest(s) and need a special type of service. Our staff can assist you in planning your menu, selecting the appropriate setting, developing a theme and providing the right atmosphere, including decorations to accentuate your theme or add to the ambiance. In addition, if there is a special menu item you have had somewhere else we would be more than happy to try to bring it in for your event. Necessary charges will apply for this service. We can also use a special family recipe if you provide it for us well in advance of your event. Sodexho will make every effort to make your event a success in any way we can.

SPECIAL DIETS AND 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. Please contact our office to discuss options. Indicate the need for a special plate on your contract when ordering with the exact restrictions that we need to follow. There may be an additional charge for some special diet plates; please inquire with your consultant.

MAKING CHANGES TO YOUR ORDER

To ensure the success of your event, only slight changes should be made to your catering contract once it has been submitted. Please keep in mind, the more changes made to an event, the more likely an error can be made. Any changes to your contract should be made when your final guest count is due. However, dramatic changes in count, style of service, location or date would necessitate immediate notification. Menu, style of service and event times may not be changed less than one week prior to your event. Some changes may not be possible if requested after this deadline. Excessive changes may require submission of a revised catering contract. Changes in service that are called in after the final guest count, that can be accommodated by catering, are subject to a processing fee of \$25. Examples of service changes: change in event or pick up times, change in event location, addition of tablecloths or water service, etc. All changes should be phoned or faxed, with confirmation, to Sodexho. Please, **DO NOT** e-mail guarantees or changes to catering contracts.

MULTIPLE CATERERS IN THE SAME LOCATION

Sodexho **DOES NOT RECOMMEND** using multiple caterers in a single facility. If you opt to do this, please indicate that you will be using another caterer's services in conjunction with Sodexho and what services each will be providing so our staff are prepared accordingly prior to arriving on site.

- Closely coordinating arrival and departure times (in addition to event ready and pick up arrival times) is critical when working with multiple caterers to ensure there is no overlap that will impede either caterer's set up or clean up, particularly if the same serving tables are being used by both. This will also help prevent equipment and linens from getting co-mingled.
- Using the same serving tables for both caterers to set up service on **IS NOT RECOMMENDED**. If Sodexho 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 automatically added to the client's bill.
- Any missing equipment or linens from Sodexho's set up at the scheduled time of pick up will automatically be added to the client's bill.

Unfortunately, many caterers' equipment is similar in appearance and often times it is difficult for either caterer's staff to distinguish between it. Please note this is a common occurrence. Sodexho may choose to not participate in set-ups where multiple caterers are involved. Please discuss the circumstances with your consultant at the time of booking. Please contact Sodexho for specific information regarding menus, food preparation, allergies and special dietary requirements.