

## Troy University

# CATERING POLICIES AND PROCEDURES AGREEMENT

PLEASE READ CAREFULLY, SIGN, DATE, AND RETURN PROMPTLY

### RESERVATIONS

Room reservation must be made at least two weeks in advance of the scheduled event through the Director's Office of Adams Center Room 233, or by calling ext. 3207. Any arrangements for tables, chairs, or trash receptacles should be made through the Director's Office.

### TIME TABLE FOR EVENTS

Due to the number and complexity of catered events at certain times of the year, catering may not be able to adequately service a request for catering, even though it may have been received with the appropriate advance notice. On these occasions, if we cannot service your event, we will attempt to offer alternatives, such as "catering pickup", which will hopefully meet your needs. While catering services are available throughout most of the calendar year, please note that during recess periods and holidays when catering would not have its full compliment of student staff, there may be an additional charge for services needed, i.e. personnel and setup. IT IS SUGGESTED THAT YOU RESERVE CATERING SERVICE FAR ENOUGH IN ADVANCE TO INSURE YOUR REQUEST. FEEL FREE TO CONTACT OUR OFFICES AT EXT. 3454. To meet your catering needs, we require the following:

<b>FINAL MENU SELECTION</b>	<b>TEN (10) WORKING DAYS PRIOR TO EVENT</b>
<b>FINAL ATTENDANCE GUARANTEE</b>	<b>TWO (2) WORKING DAYS PRIOR TO EVENT</b>
<b>CANCELLATIONS</b>	<b>TWO (2) WORKING DAYS PRIOR TO EVENT</b>

### GUARANTEES

Guaranteed attendance for all banquets, dinners, luncheons and receptions must be submitted no later than two full working days prior to the event. This number will be considered a guarantee not subject to reduction. We will prepare food for 5% above the guarantee for groups above 100, and 10% above the groups under 100. If the actual number of guests exceeds the guarantee, you will be charged accordingly for the actual number. If a final guarantee is not submitted, the actual number served, or the original estimate, whichever is greater, will be used for billing purposes.

### CANCELLATIONS

All cancellations must be made two full working days prior to the event. If the cancellation is made one full day prior one-half the guarantee will be billed. If the cancellation is made the day of the event, the full guarantee number will be billed. (In the event of a cancellation, in which the customer is billed, food to go may not be requested)

### MINIMUM CHARGES

There is a minimum charge of \$25.00 for all food and refreshment services. For wedding parties there is a \$500.00 minimum charge.

### SERVICE CHARGES

Since delays in service of meal affect the quality of food, it is our continuing desire to serve you promptly at the scheduled time of your event. In addition, all pricing for served meals is based on a service time of one hour, thirty minutes. Therefore, if your event begins past the scheduled start a labor charge will be assessed according to the size of your group.

There will be a service charge of \$25.00 for all deliveries on campus outside the Adams Canter. \$50-\$100 charge for all catering requested off campus.

### METHOD OF PAYMENT

Catered events may be billed to either a private party or to a department budget code. The method of payment will be established with the Catering Office at the time or request in compliance with the University guidelines for event sponsorship. All department charges are subject to sales tax. A deposit of one-half the estimated cost is due one week before the event date and the remaining is due the date of the

event. Any charges incurred during the event will be billed accordingly and should be taken care of within ten days.

**LINEN AND SPECIAL SERVICES**

Linen charges are provided for estimate purposes only. Final linen charges will be calculated when table requirements for events are determined.

**EQUIPMENT AND SUPPLIES**

The catering department does not sell, rent, or loan equipment or supplies. All catered events come complete with the necessary supplies and equipment.

**CONFIRMATION**

ALL CATERED EVENTS WILL NOT BE CONFIRMED UNTIL A COPY OF THIS AGREEMENT IS SIGNED AND RETURNED TO OUR OFFICE. The confirmation should be received no later than ten working days prior to the event. An event that is not confirmed runs the risk of service not being guaranteed.

**REMOVAL OF PREPARED FOODS**

The Public Health Department prohibits us from allowing the removal of potentially hazardous foods from self-service bars. Foods removed from all catered events must be with the approval of the management. Due to potential risk of food borne illness from the mishandling of food items after an event, we reserve the right to deny a request for removal of food. Arrangements can be made with the catering department before the event to prepare pickup trays of the same food items for after the event. This will ensure the food is handled properly until it is picked up by the customer.

I understand that by signing this agreement, I accept all the conditions spelled out above. I also insure that payment will be made for the agreed upon prices and quantities listed on the estimate and any extra charges incurred during the event. Method of payment (circle one) Cash, Check, Credit Card.

Signature of party responsible for event \_\_\_\_\_ Date of Signature \_\_\_\_\_  
Date of event \_\_\_\_\_ Name of group \_\_\_\_\_

Please return this signed agreement to Troy University Catering, 236 Adams Center, Troy University, Troy, AL 36082 or FAX to 670-3676  
Troy University Catering is proudly managed by Sodexho Services, Inc.