

# Catering Menu

## Policies and Procedures

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**Hours:** DH Catering is available any time. Additional fees may apply for evening and weekend events. The DH Catering office is open Monday-Friday 8:30am-4:30pm.

**Placing an order:** All catering orders must be placed at least 5 working days in advance. Working days are Monday-Friday 8:30am-4:30pm. Catering orders can be submitted online:

[www.csudhfoundation.com/dining/catering](http://www.csudhfoundation.com/dining/catering).

**Late orders:** If your event is 3-4 working days away, you must order from our pick-up menu. The pick-up menu is available online:

[www.csudhfoundation.com/dining/catering](http://www.csudhfoundation.com/dining/catering).

**Event time:** It is our goal to have every catered event ready 15 minutes prior to the confirmed start time.

When placing an order, make sure you are providing an accurate start time for your event.

**Extended meals:** We allow 2 hours of service for every catering order. Additional charges may be incurred for additional meal time.

**Confirmation of catering order:** Once you receive your catering invoice, check to make sure the information is correct. A signature on the invoice and either the account paperwork or payment are required at least 3 working days in advance. By signing the invoice, you are agreeing to DH Catering's policies. You are also confirming the information provided on the invoice is correct. If the required paperwork is not submitted on time, your catering may be cancelled.

**Guaranteed attendance:** Your catering invoice is a business agreement. DH Catering agrees to serve your guests and do everything possible to ensure your event is successful. In turn, you agree to guarantee the number of guests to be served. A guaranteed attendance must be submitted no later than 3 working days in advance. This number will be considered a guarantee, not subject to reduction.

**Cancellations:** All cancellations must be made at least 3 working days in advance. If the cancellation is made 2 working days in advance, you will be billed 50% of the invoice total. If the cancellation is made 1 working day in advance, or on the day of the event, the full amount of the invoice will be billed.

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**Equipment and supplies:** DH Catering does not loan equipment. Equipment may not be removed from any catered event. All catered events come complete with the necessary supplies and equipment. As the Event Contact, you are responsible for the safekeeping of all catering equipment. DH Catering staff will confirm the equipment provided at every event with the Event Contact (or other designated person). Any lost or damaged equipment will result in additional charges.

**Leftovers:** All leftover food remains the property of DH Catering, and will be removed from the event by DH Catering staff 2 hours after the event start time.

**Alcohol policy:** DH Catering holds a beer and wine license only. The service of beer and wine at a campus function must be administered by DH Catering, and comply with all University alcohol policies. Events taking place outside the Loker Student Union may require a 1 day liquor license. These events should be booked at least 2 weeks in advance in order to secure the proper paperwork.

**Corkage fee:** If you wish to provide your own wine at an event, there is a \$5.00 per bottle corkage fee. In addition, the service of wine at a campus event must be administered by DH Catering staff.

**Pricing and availability:** All prices are subject to change. Due to seasonality, certain items may not be available.

**Substitutions:** Substitutions to the catering menu are not allowed.

**Policy changes:** DH Catering policies are subject to change without notice, but will NOT affect existing bookings that have been confirmed. Always refer to posted DH Catering policies before placing an order.

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**Acceptable forms of payment:** Catering invoices may be billed to either a departmental budget code or a private party. The method of payment will be established with DH Catering when placing an order.

If you are not billing your catering to a campus account/budget code, the full balance is due 3 working days in advance. Acceptable forms of payment include: cash, check (made payable to Campus Dining) or major credit card.

**Foundation accounts:** The approved hospitality form must be submitted with the catering order form. Then, an authorized signature and the account number written on the catering invoice must be submitted at least 3 working days in advance.

**Foundation grant accounts:** An authorized signature and the account number written on the catering invoice must be submitted at least 3 working days in advance. Once the event has taken place, a copy of the event agenda/program and sign-in sheet must be submitted in order to process the catering invoice.

**Departmental budget code:** The approved hospitality form must be submitted with the catering order form. Then, the signed catering invoice and a copy of the approved direct pay form must be submitted at least 3 working days in advance.

**DH Catering staff:** DH Catering staff will set-up your catering order, and return to clean-up. Staff will remain at the event to assist in serving any hot buffet meals.

**Service also includes:**

- High quality paper and plasticware
- Appropriate serving pieces and equipment
- Linens for food tables

**Additional fees:**

- The current sales tax rate is 9.50%
- A 10% service charge will be added to all CSUDH related events.
- A 20% service charge will be added to all non-CSUDH related events