

# Policies and Procedures

The following policies & procedures apply to all catering orders. For additional information please call The Much Ado Catering Office at 704-894-2605 or email at [Muchado@davidson.edu](mailto:Muchado@ davidson.edu).

Much Ado Office hours are 8:30AM to 4:30PM Monday-Friday

## **RESERVATIONS - Booking Rooms and Placing Catering Orders**

- Departmental Campus Spaces are requested in EMS prior to placing Catering orders.
- Requests for catering services are processed Monday through Friday, from 9:00 a.m. until 4:30 p.m.
- Orders received after 4:30 p.m. are dated the next business day.
- Requests made less than 72 hours out are not guaranteed full menu options.
- Voicemail questions are answered during business hours, usually on the same day.

## **RESERVING VENUES on the Davidson College Campus**

- Off Campus Guests contact Guest Services at 704-894-2127
- Faculty, Staff and Students reserve spaces through the Event Management System (EMS)

## **ATTENDANCE GUARANTEE**

- All Catering orders require a final guest attendance count (Guarantee) three full business days prior to the event.
- **(i.e., Friday event guarantees are due Tuesday at 3:30pm).** This guaranteed attendance is not subject to reduction and any increases to your guarantee must be approved. If no guarantee is given, the original guest attendance will be used. Guarantees made inside the 72-hour window will apply to the billing policy below. Please include special meals and the corresponding guest names no later than the day that your final attendance is due.

## **SPECIAL DIETARY ORDERS**

- Available ONLY when ordered in advance, special dietary options are charged per person and held in the kitchen until requested. To ensure the best service, the host will provide SPECIAL ORDER CARDS that list the exact item ordered for all guests with special dietary requests.

## **CANCELLATIONS AND CHANGES - Includes requests for special dietary/restrictions.**

- 72 hours before the event (3 business days) - No charge for changes or cancellations
- Less than 72 hours before the event – Cancellation fees may apply.

## **BILLING**

- The final bill will be based on the guaranteed guest attendance submitted on the guaranteed due date plus any additions made within the 72 hours. This
- includes, but is not limited to, any MuchAdo equipment taken from an event, any damaged equipment that must be replaced, and any additional menu items or additional labor hours at the end of an event. The host will be invoiced actual charges following the event minus any deposits already paid.

## **DEPOSITS**

- For all Non-Departmental events and off campus events, a 50% deposit is required when booking an event. ***Deposits are non-refundable.***
- Within 2 business days of the event completion, an invoice will be created for any remaining charges, incidentals, or credits and as a final bill summary. The payment of any remaining charges must be paid in full within 30 business days. Failure to make payment in full by this time will automatically terminate the Facilities Use Agreement and will result in a \$100.00 late fee plus interest in the amount of 1.5 % per month.
- **Deposits Due:** 50% when booking an event.
- **Full Balance Due:** The remaining balance is due 2 weeks prior to the event; incidentals within 30 days of the invoice.
- **Payment Methods:** Check, Money Order or Credit Card. 3% Transaction fee will apply if paying by Credit Card.

## **SET-UP**

- Campus Department Hosts must make arrangements for room setup and other equipment through **EMS** or contact the Physical Plant Department by calling 704-894-2595. Please inform Much Ado on the arrangements so we can make sure adequate space has been allotted for our service and the correct linen will be ordered.

## **PACKAGED TO GO POLICY**

- Food may be ordered packaged to go in advance of an event. We will hold the food safely for pickup at the end of the meal. Hot food can be held without temperature control for up to four hours. Cold food can be held without temperature control for up to six hours.
- To ensure the safety of your food and to stay in compliance with State and Local Health Department regulations, once food has been placed out on a buffet for consumption, the staff is not permitted to package food To-Go or to transport food to another location.
- We provide To-Go Containers for the host of the event to use for this purpose. To-Go Containers are an additional charge.

## **EQUIPMENT POLICY**

- Any equipment used for an event is the responsibility of the event host. Much Ado equipment that is removed or damaged by a guest will be charged to the host at the replacement value.

## **VENDORS - OUTSIDE CATERERS/FOOD AND BEVERAGE VENDORS ON CAMPUS**

- Outside food and beverages may not be added to an event Much Ado is catering.
  - Additional policies may apply to off-campus departmental events and non-departmental clients. This will be determined on an individual basis.
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## **ALCOHOL SERVICE & ABC REGULATIONS:**

- Much Ado - Davidson Catering Group is fully permitted for Beer and Wine alcohol service & complies with all North Carolina ABC Guidelines.
- Liquor: Much Ado is licensed to pour only. We do not supply liquor.
- On Campus: Much Ado must administer all alcoholic beverages and open alcoholic beverages may not be taken from an event. Personal alcohol may not be brought into an event where Much Ado is catering.
- Much Ado bartenders are required to card guests they are perceived to be under age.
- Bartenders will discontinue service to guests they feel are in jeopardy or harm to themselves or a liability to the college.
- Liquor and Cash Bar service is permitted for our Guest Venues on campus if the host provides the hard liquor.
- For Cash Bars, a Cashier is required to handle the transactions. The event Bartenders do not perform Cashier functions.
- Alcoholic beverages must be approved by the Dean's office and require a Much Ado bartender.
- A corkage fee of \$2 per person for all Departmental events will be charged when the Host supplies their own alcohol.
- A corkage fee of \$5 per person for all non-departmental events will be charged when the Host supplies their own alcohol.

## **SERVICE OPTIONS**

- Events scheduled between 8:00 a.m. and 9:00 p.m. on weekdays or 11:00 p.m. on weekends, will be during regular operational hours and most services are available both on and off campus.
- Rush orders (less than 72 hours) will start at the cost of the order plus \$25.00.

## **CUSTOMER PICK UP**

- Items will be made available for pick up at our Vail Commons location.
- Food and Beverage items will be neatly packaged in our earth friendly containers accompanied by the appropriate utensils and biodegradable products needed for the order.

## **DROP & GO SERVICE**

- ON CAMPUS - NO CHARGE between 8:00 a.m. and 5:00 p.m. MONDAY—FRIDAY unless the order is too large for one staff to deliver or is

- otherwise evaluated to need additional labor.
- ALL OTHER DAYS AND TIMES ON OR OFF CAMPUS - Charges are based on Day/Time/Location/Staff required.
- Staff charges will be added to large deliveries or times outside regular hours of operation.
- Food and Beverage items are neatly packaged in our earth-friendly containers accompanied by the appropriate utensils and biodegradable products.
- Much Ado will supply the ordered menu items at the designated set up time and the Host is responsible for room cleanup.
- Linens are not included.

### **DELIVERY/SETUP/BREAKDOWN**

- Charges are based on the day of the week as well as the location and time of the delivery.
- Setup by the designated Setup time and return to remove all items remaining after the event.
- Displayed using necessary serving equipment plus utensils, biodegradable plates, cups, and napkins as needed.
- Linens for the food and beverage tables ONLY (Linens for tables other than buffets/bars are an additional charge)

### **DROP OFF ONLY/NO RETURN**

- Includes staff, biodegradable plates, cups, utensils, and napkins as needed for the food and beverages ordered.
- Linens for buffets and bars; other linens will be an additional charge & must be returned to the Much Ado Catering office the following business day.

### **FULL SERVICE**

- Waitstaff is required, china, glassware, silverware, and house standard linens required for all tables.
- Service Labor will be based on the number of staff hours required to execute the service outlined on the estimate.