CATERING POLICIES

Flavours by Sodexo has exceptional culinary skills and extensive capabilities to satisfy a wide range of catering needs. We are passionate about food and dedicated to making sure things are as perfect as possible for your special occasion! Please use this guide to understand processes, procedures, and expectations as we work together to achieve a smoothly executed and memorable catered event. Our experienced event planning specialists are very consultative and will be happy to answer all your questions and concerns and assist you in planning every detail. We look forward to serving you!

HOW TO CONTACT US
When you have a catered event in mind, please contact us as soon as possible. Even if you are not yet sure of such details as the exact event date, event location and number of guests that will be in attendance, it’s a good idea to touch base with us as early on in the process as possible.
Some catering arrangements through Flavours can be made by phone, email or online; other catering arrangements require an in-person appointment with one of our event planning specialists. It’s easy to get in touch with Flavours about your catering needs. Here are the options:

Visit Our Office: You may visit us in person at the CTC Building, room 111. Our office hours are Monday through Friday, 9am - 4pm. Please be aware that we are closed on some holidays.

Visit us on the Web: You may contact us about your catering needs through our online catering website at www.uah.edu/dining/catering. The ultimate in convenience, this site will enable you to easily view our fabulous catering menus, see your order history, place recurring orders and much, much more.

Give us a Call: You may speak with an event planning specialist by calling 256-824-4721.

Send us an Email: You may email us at UAHCatering@uah.edu.
PLANNING YOUR EVENT
The University Dining Sales Office will complete and email the event requestor a Banquet Event Order (BEO) within 48 hours of the order, which will need to be reviewed, printed, and signed by the requestor. The BEO needs to be signed and returned within 48 hours of receiving the agreement or 72 hours prior to the event, whichever is greater.

EVENT CONFIRMATION & GUARANTEES
No less than 3 business days from the scheduled catered event, you must sign a Banquet Event Order. You will also be asked to provide us with a “final” number of guests that will attend your event; the “estimated” number will be used if you don’t know the “final” number. This document will outline the terms of your agreement with our Catering Office and include all event details and requirements, including time, date, location, menu selections, number of attendees, professional services, equipment, and staffing. If you do not provide us with a final number, we use the estimated number. If you exceed your guaranteed number, you will be charged the increased number.

EVENT CHANGES & CANCELLATIONS
No less than 3 business days from the scheduled catered event, please make us aware of any event changes (including increases or decreases in the number of attendees) or if your event needs to be canceled. Please be advised that if we are notified of your changes or cancellation after this deadline, you will be responsible for expenses already incurred by the Catering Office.

EVENT PAYMENT
Payment must be received prior to the execution of your catered event. Accepted forms of payment include Visa, Master Card, American Express, cash, check, department accounts and foundation accounts.
If your group is not part of UAH:

• A deposit of 75% is required two weeks prior to your scheduled event with the balance due on the day of the event.
• An administrative fee 18% will be added to your bill.
• Sales tax of 9% will be added to your bill.

If you are a tax-exempt organization:
You must submit a copy of your tax-exemption certificate prior to the date of your scheduled event.
UNIVERSITY PAYMENT PROCEDURES

Upon receiving the BEO, the event requestor must fill out a "Pre-Approved Request for Bevill Center/University Dining Services" form and submit it along with a copy of the signed BEO to the UAH Accounting Office. This form is available on-line on the UAH website under "Accounting and Financial Reporting" forms www.uah.edu/finance/forms.

- The UAH Accounting Office will review the documents and take the following action:
  - Assure that there is adequate funding to cover the event
  - Verify that the event falls within the guidelines of those that can be paid through state funds

- The UAH Accounting Office staff will contact the event requestor if there are any questions or discrepancies on the request form. Upon approving the form, the UAH Accounting Office will forward the request form and BEO copy to the University Dining Sales Office for processing. University Dining Sales office must receive the completed form from UAH Accounting three (3) days prior to the event.

- At the conclusion of the event the University Dining Sales Office will make any necessary adjustments to the Pre-Approved Request form and return it to the UAH Accounting Office for payment. Additionally, the University Dining Sales Office will contact the event requestor of the changes made and follow up with a copy of the adjusted Pre-Approved Request form.

- If a billing discrepancy occurs, the event requestor is to contact the University Dining Sales Office to discuss the matter. If further adjustments are to be made after the processing of payment this shall be done through a UAH transfer authorization form.

The following guidelines apply when requesting On-Campus Catering Services:

For events held in the Bevill Center, Conference Training Center, Charger Union, Charger Village Food Court, and Student Services Building University Dining Services must be used for all catering events.

All events are considered "tentative" until the client has provided the sales representative with a signed BEO, as well as the required Pre-approval Form, signed by Accounting, three (3) business days before the event. In failure to do so, University Dining reserves the right not to provide service.
The client is responsible for providing the proper number of tables and chairs for events outside of the Bevill Center. For events starting before 12pm tables must be provided the day before the event. Failure to provide the needed number of tables may cause a delay of the event.

The Banquet Event Order (BEO) is the official agreement used to confirm all details and charges for an event. The client is agreeing to all services and charges listed on the BEO when signing for approval. The BEO provides the following information:

- Event Name, event contact, designated location of the event, beginning and ending event times
- A detailed breakdown of the menu selected with the description, quantity and price of each item listed.
- Menu selections that have a minimum order requirement must be met to process the order. Please see the catering menu for details.
- No food or beverage of any kind can be provided by an outside party during a Sodexo-catered event. To ensure proper food safety, the food served during an event may not be taken from the premises.
  - Only factory sealed food and beverages may be used. No homemade products may be served. All food and beverages must be in the original factory sealed containers when served.
  - The Charger Union, University Center or University Dining Services will not supply dishes, plates, cups, napkins, or any other item necessary to serve the refreshments.
  - The sponsoring organization is responsible for cleaning up all food and beverage items prior to leaving the event.
  - These exceptions apply to refreshments only no full meals may be served.
Additional Charges:
Additional Charges will be applied at the current pricing rate for the following services:

DELIVERY FEES
There is no delivery fee for catering services held within the SSB Building. Deliveries outside the SSB building, will be subject to a $35 dollar or 10% delivery fee, whichever is greater.

SERVICE STAFF AND ATTENDANTS
To ensure that your event is a success, catering staff will be provided for all served meals and some buffets. Continental breakfasts, breaks, and receptions are priced for self-service. Buffet style functions are staffed with one attendant for every 25 guests. Served meals are priced on an individual basis.

The charge for each staff member is:
Attendants/Waitstaff $25.00 per hour (minimum 4 hours)
Station Chefs $25.00 per hour (minimum 4 hours)
Bartenders $25.00 per hour (minimum 4 hours)

CATERING EQUIPMENT
As the host of the catered event, you are responsible for the equipment we have provided for the service of your catered event. The cost to replace any missing or damaged catering equipment or supplies will be charged to your account. For very large events, specialty equipment may need to be rented at an additional charge.

CHINA CHARGES
We provide high quality plastic products service ware unless otherwise requested. We offer china service for any event at an additional charge.
- Full Meal Service and Silverware $5.00 per guest
- Coffee or Beverage China Service $5.00 per guest
- Full Bar Glass Service $5.00 per guest
- Reception China and Silverware $5.00 per guest

LINENS AND SKIRTING
We provide linens for food and beverage tables at no charge. If you would like linen to be placed on guest tables for meals, receptions, breaks, meeting tables and boxed lunches, there will be a $15.00 - $20.00 charge for each tablecloth, depending on style and availability.

Bartender Fee
- Bartenders $25.00 per hour (minimum 4 hours). Each additional hour will be charged by the hour.
- All alcohol cannot be individually sold at the event and must be provided by the client.