



## **terms & conditions**

### **ORDER DATE/FINAL NUMBER CONFIRMATION**

All catering orders with final quantities must be sent to the catering coordinator and confirmed seven (7) days prior to the event date.

### **LAST MINUTE ORDERS**

We realize some last minute bookings may arise. We will work with the kitchen team and we will do our very best to accommodate your request. Within seven (7) days of the event, new order requests are considered "late orders" and may be refused or modified by the kitchen as necessary. Menus are subject to food stock availability. If the kitchen is not able to accommodate, please keep in mind that Café Urban is open Monday to Friday and a wide array of foods is available to purchase there.

### **LATE CANCELLATION CHARGES**

Any cancellation of staff should be made with one week 's notice. Any staff cancellations within seven (7) days of the event will be charged 70% of the original staffing costs.

Any food and beverage cancellations sent with less than seven (7) days to the event day will be charged 30%.

### **STAFFING**

Staffing is required for all catered functions, including, but not limited to: plated lunches or dinners, BBQ's, cocktail party receptions and cash/host bar functions. Some specific menus included in this package will require staffing. Staff rates are \$25/hour, at a minimum of 4 hours per staff, however staff hours beyond the 4 hour minimum will be invoiced as actual hours worked. All events where alcohol is being served require Smart Serve certified staff present.

A catering supervisor is present on campus weekdays from 7am-4pm. When catering is ordered on evenings, weekends or holidays, there will be a staff present to deliver the orders and to coordinate pick-up, but they may not be on campus during the time between drops. However, your event coordinator is available by cellular phone at all times.

### **CUSTOM MENUS**

We have specifically designed the menu provided to meet most needs while keeping with our available equipment and product. However, we are pleased to customize an unforgettable event experience for you & your guests! Please allow us this pleasure and contact your conference services representative to discuss your request.

### **DIETARY RESTRICTIONS**

Most dietary restrictions can be accommodated. Should your group have any dietary restrictions, please speak with your conference services representative in advance. Some changes to the menu may be necessary to accommodate group requests. Please note that a surcharge may be applied for specialty meals provided.

### **MINIMUM ORDER**

There is a minimum order of \$60 required for all catering services during the week and \$80 during evenings and weekends. Any difference in price will be added to the final bill. Do not forget that Café Urban will be pleased to assist you to avoid extra charges.

### **LEFTOVER FOOD POLICY**

For your security, leftover food from catered functions will not be packaged or taken offsite from Saint Paul University premises.

### **COORDINATION FEE**

A 15% coordination fee will be applied to all catering invoices. HST will be added to this fee.