



Planning Your Special Event

Arranging and Reserving a Date

Even if the event is tentative, please contact the Catering Department so we have you on our calendar. The only information we need to get started is the date of the event.



Time, location, and the approximate number of guests should be made available to our office as soon as possible, but no later than 10 business days prior to the event.

Reserving a Room

The location of the event needs to be determined prior to our servicing the event. When reserving the room, please contact the Catering Department Office at (909) 593-3511 x4427.



Room set ups, tables, chairs, and other equipment arrangements need to be made by you with the number listed above for each location. The Catering Coordinator will advise you on the total number of tables needed based on your menu and guests counts. Please allow additional time for set up prior to the start time of the event and additional time for clean up following the event when booking the room.

Served Meal

Allow 2 hour set up and clean up

Buffet with Dining Tables

Allow 1 ½ hours set up and 1 hour clean up

Buffet Only

Allow 1 hour set up and 1 hour clean up

Reception

Allow 1-1 ½ hours set up and 1 hour clean up

AM/PM Break/Beverage Service

Allow ½ hour and ½ hour clean up





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Contact the Catering Office

You should contact the catering office at least 10 days prior to the event. We will either make arrangements with you by telephone, fax, email, and website or by appointment. For more complex events, we will set up an appointment time with the Catering Coordinator.

Office Hours	9 AM - 4:30 PM
Telephone Number	(909) 593-3511 x4427
Fax Number	(909) 593-0543
Email address	catering@ulv.edu
Website	dining.ulv.edu



Food and Beverage Orders

Food and beverage orders require a minimum of 10 days notice. The Catering Department will try to accommodate requests for services within reason, but unfortunately cannot guarantee service of all short-term events.



To determine your food and beverage needs, please review the enclosed menus. If you would like to design a special menu with our chef, we will be happy to customize one with you. Once your selections are made, a Catering Proposal will be prepared and provided to you.

Confirmation of Details

After finalizing the details of your event, you will receive a Final Proposal confirming all the details of the event. Please carefully review all the information for accuracy and completeness; sign and fax to the Catering Office at (909) 593-0543. Please include the Departmental Account Number, Visa, Mastercard, or American Express Credit Card # to be billed.



Menu Changes

Any requests for changes to menu items must be made as follows:

Weekdays


Three (3) business days prior to the event.



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Weekends


Noon on Wednesday for weekend events.



These changes are not considered approved until a revised Catering Proposal is completed and sent to you for your approval. The revised Catering Proposal needs to be signed and returned to the Catering Office.


In the event we are unable to provide you with a particular menu item, we will notify you as soon as we are aware of the situation and make recommendations for substitutions appropriate to your event and budget.

Guarantee Policy



To ensure proper service, final guarantees of guest must be confirmed with the Catering Office Three (3) business days prior to the event. For all weekend functions, the final guarantee of guests is required by Noon Wednesday prior to the event. Charges will be billed for the guaranteed number or actual attendance, whichever is higher. If a final guarantee is not confirmed within Three (3) business days, we will prepare for the estimated number and charge accordingly.

Cancellations



There is no charge for events cancelled at least Three (3) business days prior to the event. Cancellations made less than Three (3) business days prior to the event will be charged for costs to that point. Cancellations made the day of the event will incur 100% of the charges. If the University of La Verne is closed due to inclement weather, all catered events will be automatically canceled and we can assist you with rescheduling at a future date.

Payment

All catered events must have a secured payment method prior to the function. Departmental Account Number (Preferred), Visa, Mastercard, American Express, Personal Check, or Cash are all acceptable methods of payment. Non-University groups are required to make a deposit of 75% of the estimated total when the Catering Proposal is signed with balance due at the conclusion of the event. Tax exempt organizations are required to submit a copy of their exemption certificate prior to their date.



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The following taxes are additional to the prices for non-university groups:

15% Service Charge

8.25% State Tax



Minimum Charges

There will be a \$25 delivery charge for orders under \$35.

Service Equipment

Our Catering Department provides high quality plastic products as standard for all events and menus. No additional charge for china if the event is held in the {name of building}.

If you require china service, the following fees apply:

Full Service Meal	\$2.00 per person
Breaks	\$1.50 per person
Receptions	\$2.00 per person
Bar/Coffee Service	\$1.50 per person



To ensure orderliness at events when china is used, it is our policy to provide wait staff for a charge. See service Staff section for a breakdown of charges.

Linen

Tablecloths and skirting are provided for all food and beverage tables with each food order. Linen for guests (dining) tables is included only with full service meals, buffets and waited meals. Linen for guest tables for receptions, breaks, boxed lunches, registration, speaker tables, name badge tables, and materials tables are available and the following fees apply:



85" Square Tablecloth	\$ 6.00
Banquet Tablecloth	\$ 6.00
Table Skirts	\$18.00
Linen Napkins	\$.35

Specialty linens are also available for your food and guest tables at an additional cost, please set up an appointment to view the linens.



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Floral

We will be happy to order, receive and handle specific floral and decorative requests for additional fee determined in accordance with your specific needs.



Service Staff

Continental breakfasts, breaks, and receptions are priced for self-service. Buffet style functions are staffed with one attendant for every 25 guests and are included with the per person price. All waited meals servers are included. Served meals are priced on an individual basis.

The charge for each staff member is:

Attendants	\$25.00 per hour (minimum 3 hours)
Bartenders	\$25.00 per hour (minimum 3 hours)
Station Chefs	\$25.00 per hour (minimum 3 hours)



Catering Equipment Loss

As the host of your event, you are responsible for the equipment we have provided for the service of the event. Any missing equipment or equipment damaged by guests will be charged to your account, at replacement cost.

In the occurrence of a very large event, specialty equipment may need to be rented. We can provide this for you at an additional charge.

Sustainable and Organic Menus

Our culinary staff is happy to produce a sustainable and/or organic menu for your event. We can create fresh and healthy meals using local products that are free of pesticides, hormones and antibiotics. Some items may be limited based on availability. Please plan on paying an additional 20% - 70% per person.



Food Removal Policy

Due to health regulations, it is the policy of University of La Verne Catering Services that excess food items from events cannot be removed from the event site. Items purchased for pick up should be properly stored prior to the event and removed and disposed of by the host of the event.