

UNI Catering

Terms & Conditions

Prices are subject to change. Departmental payments for services rendered will be transferred by the Controller's Office by Journal Entry, with a copy to the client. Catering personnel are not permitted to accept gratuities or gifts.

Pickup & Delivery

- Orders can be picked up or delivered on campus.
 - On-campus delivery fee is \$10 per delivery
 - Pick-up fee is \$10 (total of \$20 for a serviced event)

Event Orders

- When a contract is sent to a client for review/confirmation, response to change(s) to the contract and/or confirmation needs to be received within two (2) business days of the document being sent or it may result in a change of product pricing, product availability, or Catering's availability. This would include signatures on contract and billing information for the event.

Event Order Changes

- Final counts (guarantee number) and confirmations are due by 12:00 Noon, five (5) business days prior to the date of the event, referred to as the guarantee date.
- Any reduction in guest count or change in menu items made after the guarantee date will not be permitted and count will be charged at guaranteed number.
- An expediting fee will be applied for any increases in guarantee count after the guarantee date has passed. The fee will be calculated at 30% of the total bill and applied each time the number changes. There will be a minimum fee of \$35 per time applied.
- All increases and item changes are subject to product availability. This includes special diet requests.
- Day of event: Group will be charged for the guaranteed number or actual number served, whichever is higher. Expediting fee will be added to the number over guarantee if it exceeds 5% of the guaranteed number.

Menu Changes or Substitutions

- Other menu substitutions may affect pricing dependent upon item requested.
- Special diet requests will follow event/order changes timelines.

Event Cancellation

- If the order is canceled after 12:00 Noon, two (2) business days prior to the date of the event, the customer will be responsible for 100% of the bill.
- If the event is canceled less than one (1) week, but more than a two (2) business days notice, the customer will be responsible for 50% of the bill.
- If classes are canceled or the University is put into reduced operations, your catering order is not also considered canceled; notice is still required. Please call 319-273-2333.

Dietary Concerns

- UNI Catering cannot guarantee the accuracy of nutrition information. Nutrition and ingredient information may vary due to product substitutions and formulation by the manufacturer prior to the product purchase by the university. Additionally, cross contamination and other variables are beyond the university's control. Individuals with food-related dietary concerns should be aware of the risk and understand that UNI Catering does not assume any liability for adverse reactions to food consumed, or items with which one may come into contact while eating at any UNI Catering event. Consuming raw or undercooked meats, poultry, seafood, shellfish or eggs may increase your risk of foodborne illness, especially if you have certain medical conditions. For questions or concerns please call UNI Catering at 319-273-2333.

Service Fees

- A service fee of 10% or 18% will be assessed based on service style selected, a minimum service fee of \$100 will be assessed to all orders.
 - Casual Service: Provides delivery and set-up of the order to the designated meeting space, as well as return pick-up and clean-up following the event. Orders that include hot menu items will require an attendant to remain during the event. Includes:
 - Delivery (\$10 fee)
 - Basic set-up
 - Return pick-up and clean-up (\$10 fee)
 - 10% service fee
 - Hot and cold food selections
 - Tableware, tablecloths and trays
 - Formal Service: Available for plated meals, buffet meals and receptions. Catering staff provides full service before, during and following the event. Menu can be customized or selected from standard menu options. (All weddings are considered formal service.) Includes:
 - Delivery (\$10 fee)
 - Basic set-up
 - Return pick-up and clean-up (\$10 fee)
 - Attendant
 - 18% service fee
 - Customized menu
 - China
 - Linens