

Casual Catering

Terms & Conditions

To provide our customers with the best possible service, we require your coffee service order five (5) business days in advance.

Check your coffee service order when it arrives, to ensure all items are included.

In the event there is an error in your order, you can reach us at the following times:

Monday to Friday

8:30am-4:30pm: 519-824-4120, **ext. 52243**

Evenings & Weekends: 519-824-4120, **ext.53029**

*** Some menu items may not be available for same day orders ***

Pricing

Save money by booking early! Food and beverage pricing is applicable when you book your coffee service more than five (5) business days in advance. Orders received without 5 business days lead time, will be charged a RUSH charge of 25% on the final invoice.

Holidays

For all events taking place on Holidays there will be a 35% charge on your event to cover labour fees. This will include all Holidays.

Delivery Charges

University Centre

Time	Regular
Monday to Friday (7:00 am – 7:00 pm)	No Charge
Evenings (after 7:00 pm), Weekends & Statutory Holidays	\$25.00

Outside University Centre

Time	Regular
Monday to Friday (7:00 am – 7:00 pm)	\$12.50
Evenings, Weekends & Statutory Holidays	\$37.50

Building Access

Help us, help you! Occasionally our delivery drivers have difficulty accessing some spaces on campus. Let us know of any special building or room access concerns which might impede our delivery drivers. Ensure there are tables in place at your locations for drivers to place your food and beverage order on.

Pick Up Orders

Save the delivery charge when you pick up and return your coffee service.

Monday to Friday (7:00 am – 7:00 pm)

Service Staff

Serving staff are not provided with Casual Catering. An additional fee of \$25.00 per hour will be added for groups with large services over 100 people that require serving staff.

Food Allergy Disclaimer

University of Guelph Hospitality Services makes every effort to accommodate the various dietary requirements of our customers and handles food allergies seriously. Every effort is made to instruct our staff regarding the potential severity of food allergies. University of Guelph Hospitality Services staff consults individually with students with food allergies to minimize allergic reactions.

Please be advised that our menu items may contain allergens, may have come in contact with items containing allergens, and there is always a risk of contamination or cross contact. In addition, the potential does exist, that food manufacturers may change their formulation or manner of processing without our knowledge. We do not guarantee the accuracy of ingredient information.

Ingredient and nutrition content of foods may vary due to changes in product formulation, recipe substitutions, portion size and other factors. Customers with concerns need to be aware of these risks. University of Guelph Hospitality Services will assume no liability for any adverse reactions that may occur in the dining facilities. For assistance when dining on campus please ask to speak to a manager or chef.

Linen

Linen is provided for the food and beverage tables only. If you require linen for additional tables, the charge will be \$7.50 per tablecloth.

China Service

Inside the University Centre

China service (china plates and flatware) is complimentary for up to 40 people for food and or beverages ordered. There is a charge of \$1.00 per person for beverage orders and \$2.00 per person for food orders over 40pp.

Outside the University Centre

China service (china plates and flatware) is available outside the University Centre. There is a charge of \$1.00 per person for beverage orders and \$2.00 per person for food orders.

Missing Items

To avoid using disposables creating landfill waste, we offer a variety of small wares for your service. Ensure all urns, tablecloths, tongs, bowls, plates and silverware are present and easily accessible for the driver at pick-up time. You will be charged the replacement cost for any missing items.

Pick – Up Times

We strive to pick up all service supplies as quickly as possible, however it is not always feasible to arrive at a firm pick up time. Please call the casual catering office if something is not picked up.

Cancellation Policy

In order to cancel your event, you must inform your Casual Catering Office contact as soon as possible. Events cancelled after a finalized contract will be invoiced for charges incurred up to the time of cancellation.

Taxes

All prices are before applicable taxes. Invoicing for external clients to the University will be charged HST.