

Catering Policies

Booking, Pricing and Deposits

Food and beverage pricing of menus is conditional on orders placed and finalized at least fifteen (15) business days prior to your on-campus event. Orders received without 15 business days lead time cannot be guaranteed and will be charged an additional 25% on the final invoice. Menu choices for bookings received less than fifteen (15) days prior to an event may be limited to availability. Listed prices are subject to change.

Credit Application and Deposit Policy (external clients)

All clients must complete a credit application form. A non-refundable deposit of \$1,000.00 is required upon booking. A final invoice is sent after the event, with full payment required within thirty (30) days upon receipt. All prices are subject to applicable taxes.

Invoicing (internal university clients)

All University clients must provide departmental GL Account coding at time of the booking.

Service Charge

15% service charge will be added to all external clients and conference groups.

Cancellation Policy

In order to cancel your event, you must inform your 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.

Ordering on Holidays

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

On Campus Food & Beverage policy

Guaranteed Numbers and Deadlines

A final guaranteed number of guests is due to the Catering Office five (5) business days prior to your event. Clients will be invoiced for guaranteed numbers and any additional guests. Additions to numbers after the (5) business days will be subject to an additional 25% fee.

Food Policy

Our menus offer an extensive selection of choices. If, due to unforeseen circumstances, we are unable to source the required ingredients, we will substitute with a comparable choice or ingredient. Certain menu choices can only be served at select locations; depending on size of the group, timing, serving facilities and food quality control. Only food and beverages provided by the University of Guelph kitchens may be consumed on premises. Food is not permitted to be packaged from any catered event on campus, for take-home purposes. All excess food will be donated to our on-campus Student food bank or local food banks.

Sustainability

Our entire team works to offer sustainable business practices across our campus operations. We serve locally roasted, Fair Trade Coffee & Tea. We work with the Sustainability Office to compost coffee grounds, and other food waste. We provide bio-degradable plates, cups, cutlery and 100% recycled napkins. We've removed plastic straws and bags from use across campus, and offer paper as required. We serve bulk condiments wherever possible to cut down on product packaging waste. Our chefs and procurement office source locally grown produce, protein and dairy throughout the year. We make many of our meals from scratch, using the freshest products available and we work with many local farmers, producers and processors. We also purchase ingredients grown here on campus by University of Guelph departments.

Food Waste

Minimizing food waste is extremely important to our philosophy that less food waste offers a better environmental footprint. We know food can be wasted if not managed properly. We handle large quantities of food diligently to avoid food waste. If there is excess food from an event we donate it to our Campus Food Bank and local food banks. Food that cannot be recovered or donated will be composted. Consult with your catering contact for advice on how to reduce food waste at your event.

Allergies and Dietary Restrictions

Catering will accommodate allergies and dietary requirements whenever possible. Notify us immediately of any dietary requirements. Providing us with guaranteed numbers helps us do our best to accommodate your guests. We do not have an allergen or gluten free kitchen, but our team does their utmost to prevent cross-contamination and to communicate information about allergens to our customers. Allergy requirements communicated after guaranteed numbers are finalized will be charged as a full additional meal.

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.

Alcohol Policy & Service

We maintain a selection of quality wines, beers and spirits. We'll be pleased to make recommendations to complement your menu choices and your preferences. If you require alcoholic products we do not offer, you will be charged the full purchase price with no refund available.

Hospitality Services is governed by the Provincial Liquor Laws of Ontario and the Rules and Regulations of the University of Guelph. Under the terms of the AGCO, Hospitality Services is prohibited from allowing any individual or group to provide their own alcoholic beverages at any catered event on campus. Liquor service will be permitted only during normal licensing hours. No more than two (2) drinks will be served to a guest at one time. Doubles are not permitted to be served. We care about the safety and well-being of our customers. Clients will be invoiced for the difference in the event that bar revenues do not cover all costs.

Hospitality Services reserves the right to refuse licensing your event if it does not meet specific operational requirements.

Delivery Charges

A delivery charge will apply to all events outside the University Centre. Delivery charges apply based on size of event. Delivery for events under 100 people start at \$100.00. Delivery for events under 200 people start at \$150.00. Any events over 200 people will be determined at the time of booking. All delivery charges could increase based on the size and complexity of the event. External delivery costs vary depending on location.

Set-Up Charges

A minimum additional labour charge of \$120.00 will apply to set-up your event. Charges will vary depending on size of room and set-up required. Costs will be decided before the contract is finalized.

Emergency Procedures

U of G Alert is the University's critical incident notification system. It sends alert messages when an incident happens on campus. We encourage you and your event attendees to download the SafeGryphon App before coming to campus.

There are two ways to get alert messages:

- **Via SMS / Text:** Simply text the word **UOGUELPH** to **723389** to opt in to receive notifications from U of G Alert
 - Standard message and data rates may apply
 - Message frequency may vary
 - Carriers are not responsible for undelivered messages
- **Push Notification:** Install the **Safe Gryphon** app (available for iOS and Android) and enabling **Push Notifications** via **About/Preference**.

SafeGryphon is the official safety app of the University of Guelph, and it is the only app that integrates directly with U of G's safety and security systems. The app will send you important safety alerts and provide instant access to campus safety resources.

SafeGryphon features include:

- **Click to call** - In an emergency, you can contact emergency services directly from the app.
- **Tip Reporting** - Multiple ways to report a safety/security concern directly to U of G security.
- **Push notifications** - Emergency notifications are received through this app and displayed on your smartphone even when the app IS NOT running

*Questions regarding visitor access should be directed to the campus emergency coordinator at **cec@uoguelph.ca**.*