

# Policies and Procedures

<b>Hours</b>	DH Catering is available Monday-Thursday, 8:00am-7:00pm and Friday-Saturday, 8:00am-2:00pm.
<b>Facility Reservations</b>	Please call Facilities Scheduling at x 2231 or the Loker Student Union at x 3854 to reserve space on campus.
<b>Catering Reservations</b>	Call DH Catering at 310/243.3814 upon reserving campus space for your event. Email requests can be made by sending to dhcatering@csudh.edu, although these requests must be confirmed by our office. Most requests will be processed within 24 hours. If you do not receive an invoice within that time, please contact our office to ensure receipt of catering request. Please book as early as possible, as there is a late fee for any order booked less than five (5) business days in advance.
<b>Confirmation of Catering Order</b>	Once you receive your invoice, check to make sure all information is correct. A signature is required on the invoice as confirmation at least three (3) business days prior to the event.
<b>Tables and Chairs</b>	Please coordinate table and chair requirements with the facility when reserving your space. DH Catering does not supply any tables or chairs. You can make arrangements with Physical Plant at x 3804. DH Catering can assist with the rental of canopies, umbrellas, tents, stages and lighting if necessary.
<b>Linens and Tableware</b>	DH Catering includes linens for food and beverage tables only. Food and beverage services include high quality paper and plasticware for all buffets. All events that take place in the Loker Student Union must have linens for tables used for seating. Linens are \$6.00 each, and our standard color is white. Linens, napkins, skirting, china, glassware and flatware are available for an additional charge. Please see the Levels of Service for pricing information.
<b>Event Décor</b>	DH Catering can provide event décor, including floral arrangements, balloons, additional and/or specialty linens, ice sculptures and props for an additional charge. Please contact your Catering Coordinator for details.



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**Equipment and Supplies**

DH Catering does not loan equipment. No equipment may be removed from any catered event. All catered events come complete with necessary supplies and equipment.

**Alcohol Policy**

DH Catering holds a beer and wine license ONLY. The service of beer and wine at a campus function must be administered by DH Catering and comply with all University Alcohol Policies and the Office of Student Life.

**Corkage Fee**

If you wish to provide your own wine at a catered event, there is a \$5.00 per bottle corkage fee. In addition, the service of wine at a campus function must be administered by DH Catering. The use of a bartender is \$72.00 (based on a four (4) hour minimum).

**Staff**

Event staff is available for an additional charge. Please call your Catering Coordinator for pricing.

**Minimum Order**

There is a minimum charge of \$25.00 for all catered food or refreshment services. This is in addition for any service level fees or other charges accessed.

**Book Early**

We recommend booking as early as possible. Any event booked less than five (5) business days in advance is subject to a minimum late fee of \$20.00 or 15% of the subtotal, whichever is greater.

**Extended Hours**

Catering services beginning before 7:00am or ending after 8:00pm Monday-Thursday, or ending after 2:00pm on Fridays or Saturdays will incur a minimum \$72.00 after hours fee.

**Contract Times**

Event set-up and clean-up times provided on your invoice are considered accurate and final. Events with unscheduled trips will incur an additional service level fee.

**Minimum Requirements**

Many menu items have a minimum quantity requirement. Events that do not meet this requirement are subject to an additional fee of \$2.00 per person.



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## **Off Campus Catering or Non CSUDH Related Events**

As a service to the surrounding community, DH Catering does offer catering services to your home, park or business. Additional charges for delivery/ mileage, equipment and service charges apply to all events catered off campus. Catering is available at the same menu price for "Off Campus Pick-Up". Events not associated with CSU Dominguez Hills departments, served on or off campus will always incur a 17% Service Charge, in addition to the above charges and fees. Please contact our Catering Coordinator for assistance.

## **Guaranteed Attendance**

Your catering event is a business agreement. DH Catering agrees to serve your guests and do everything possible to ensure your event is special. In turn, you agree to guarantee the number of guests to be served. A guaranteed attendance for all catered events must be submitted no later than three (3) business days prior to the event. This number will be considered a guarantee, not subject to reduction.

## **Cancellations**

All cancellations must be made at least five (5) business days prior to the event. If the cancellation is made one-four days in advance, you will be billed 50% of the total amount on the invoice. If the cancellation is made the day of the event, the full amount will be billed.

## **Payments**

Catered events may be billed to either a private party, or to a departmental budget code. The method of payment will be established with DH Catering at the time of the request, in compliance with CSUDH Foundation guidelines for events. All University budget code accounts must be submitted at the time of the request for an approved purchase order. If you are not billing your event to a departmental budget code or Foundation account, the full balance is due at least three (3) business days prior to the event.

Caterings scheduled that are not associated with the University require a 50% deposit upon booking, with the full balance due fourteen (14) business days prior to the event. Acceptable forms of payment include cash, Visa, Mastercard or company check. No personal checks will be accepted for events unrelated to the University.

A 10% late fee or penalty fee will be assessed to all outstanding accounts of thirty (30) days or more. Any department that is delinquent in payments will not be privileged to use DH Catering for future events until accounts have been cleared.



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**Pricing and Availability**

All prices are subject to change. Due to seasonality, certain items may not be available.

**Unused Food**

To make sure your event is successful, it is essential that you give an accurate guest count. Credit for unused portions will not be given. In adherence to local Health Department regulations, it is our strict policy that there will be no credit given or take out of perishable not consumed at your event allowed. Any food removed from the location of the event without the permission of DH Catering becomes the responsibility of the event holder. Once removed from the event, DH Catering possess no responsibility or liability for the quality or safety of these items.

**Missing Equipment**

You are responsible for the safekeeping of all catering equipment dropped off at the event. Any lost or damaged equipment will result in additional charges. Additional charges may also result if equipment is not available at the designated pick-up time.



# Choose a Level of Service

## **Level One Pick Up Service**

You or your associates come to our facilities on campus, and pick up your order. All food and beverages are in disposable containers, accompanied by disposable plates, cups, utensils, etc. Only selected menu items are available for pick-up.

There is no charge for Level One. It's free.

## **Level Two Drop Off Service**

Our catering staff delivers your order, but does not return at the end of the event. All food and beverages are in disposable containers, accompanied by disposable plates, cups, utensil, etc. Only selected menu items are available for drop-off.

\$20.00

## **Level Three Set Up Service**

Our catering staff will set-up your food, and return at the end of the event to pick up service pieces and equipment. For our hot buffets, an attendant will remain at the event to assist at the buffet. Linens are provided for buffet tables only, but additional linens may be ordered for guest tables for \$6.00 each. Our high quality paper and plasticware will also be provided.

\$30.00

## **Level Four Live Cooking Station**

Our catering staff will set-up your food, and return at the end of the event to pick up service pieces and equipment. Our live cooking stations include an attendant to assist with the buffet, and a chef is required for the cooked to order menu items. Linens are provided for buffet tables only, but additional linens may be ordered for guest tables for \$6.00 each. Our high quality paper and plasticware will also be provided.

\$30.00 plus labor for Chef



## Choose a Level of Service

### **Level Five Buffet Service on China**

Buffet with china, flatware, glassware, cloth napkins and beverage on the guest tables. Our catering staff will set-up your food, and return at the end of the event to pick up service pieces and equipment. For our hot buffets, an attendant will remain at the event to assist at the buffet. Linens are provided for buffet tables only, but additional linens may be ordered for guest tables for \$6.00 each.

\$30.00 plus \$3.00 per person (inside Loker Student Union)  
\$30.00 plus \$4.50 per person (outside Loker Student Union)

### **Level Six Waited Table Service**

Waited table service with china, flatware and glassware. Our catering staff will set the tables with appropriate flatware and glassware, serve your food and beverage and service your table. Cloth napkins are included, and linens for guest tables may be ordered for \$6.00 each.

\$30.00 plus labor, and;  
\$3.00 per person (inside Loker Student Union)  
\$4.50 per person (outside Loker Student Union)

