

Policies

Booking Your Event

To assure the success of your event, we will need a minimum of 10 business days to fulfill your request. The information needed at that time includes your menu selection, the estimated attendance, a brief itinerary (so that we can plan set-up and service times).

A guaranteed number of persons attending your event must be submitted to us 72 business-hours prior to the event. This is the number for which you will be billed. If your actual count should be larger than your guarantee, you will be billed for the total number in attendance. We prepare for 3-5 percent more than the guarantee to allow for those last-minute, unexpected guests. Unanticipated circumstances may find you in need of altering your count after the 72 business-hour deadline. These changes will be subject to our approval as well as a service charge. To increase the guaranteed count the following day after the 72 business-hours, the menu price increases 10% for each guest added, the day before the event 20% and the day of the event 30%, if possible. On a served meal there may be an additional labor surcharge if the event begins substantially later than the contracted time. This will be left up to our discretion.

Any delivery requiring china will result in a \$2.50 per person remote fee. Additional Labor Charges will be assessed for (1) Full service meals that extend beyond 2.5 hours (2) Receptions that extend beyond 2 hours (3) Full service meals with receptions that extend beyond 4 hours and (4) Any Event that extends 30 minutes beyond the contracted time. Delivery Times changed or altered less than 72 business hours of the scheduled event may be subject to additional service charges. Any catering equipment not recovered from an event or delivery, will result in client replacement fees to recover the cost of the missing item(s). Any delivery or other event contracted within 72 business hours of the scheduled event time may be subject to additional charges. Deliveries requiring service attendants to remain on site will be charged an additional service fee to cover the cost of labor. Food service requests made less than 3 business days in advance are subject to a 25% service charge - These requests must be made before 12:00 PM.

Cancellation of Your Event

Notification of cancellation is required a minimum of 72 business-hours before your event is to take place. We will need written notification of intent to cancel for our files. Should cancellation occur after the allowable time, you will be responsible for all costs incurred by the catering staff. In the event of inclement weather, notification of cancellation will be accepted or given when roads are impassable.

University Meal Plan Credit

Special Events can offer credit to resident and commuter meal plan participants as an option in deferring the group's cost of the individual meals. The credit amount is available from the Director of Special Events. Acceptance of a meal punch follows the same guidelines as outlined for any other JMU Dining Services unit. Each participant may use one punch towards the credit of their special events meal. Punches are non-transferable and may not be used towards other guest's meals.

In addition to regular meal plans, we can apply credit through Dining Dollars Gold, Dining Dollars or FLEX accounts. In these cases, the cardholder may debit their account as they

wish up to their remaining balance. Guests may be paid for through any one of the debit card accounts. Duke Cards are also accepted for department charges. No cash or checks will be accepted during an event.

Whatever the location, we can still give meal plan credit. It is the sponsor's responsibility to supply the Special Events office with a complete list of names, PeopleSoft ID numbers, and meal plans of those wishing to use meal plan credit towards the price of the meal within 72 hours of the event. Any request for declining balance credit must include the name, PeopleSoft ID number, amount and SIGNATURE of the individual. No credit will be given for those with incorrect PeopleSoft ID numbers, invalid meal plans, insufficient debit balances or illegible names. Once on the list, a person will be unable to eat during the event's scheduled time at another dining location since their meal will have been deducted prior to the event.

Billing

All catering will include Virginia State sales and meals tax. A certificate of exemption must be presented to waive these taxes. A service fee of 18% for non-university events applies to all food and beverage. Please provide us with accurate billing information when booking your event. We will need the department name, account number and contact person's name and telephone number. Bills are processed and mailed at the end of the month, payable within 30 days. Student groups with overdue bills will not be able to book an event until the entire bill has been satisfied.

Vegetarian Meals

For served meals only, we offer an alternate menu entree if requested. Requests for alternate menu selections must be made at the time of event guarantee (no later than 72 business-hours prior to event). Vegetarian entrees are the same price as the selected entree.

Alcoholic Beverages

Because each situation is different, we will be glad to help you work out the details for your event. Please note that we do not serve alcohol under our license to student groups. For a corkage fee of \$5.00 per person, we will serve wine, beer or alcohol that you provide. All wine, beer or alcohol that you provide must be delivered to us the day of the event and taken with you when the event is over. Our bartender fee is \$15 per hour per bartender (One hour preparation and one hour cleanup time per bartender will be added to your final bill). As a rule, you will need one bartender for every 50 people unless service time is particularly short.

Excess Food

Due to Health Department regulations, food and beverage not consumed during an event catered by JMU SPECIAL EVENT CATERING cannot be taken from the event site by the customer. Items purchased for customer pick-up or self-service events are the property of the customer; these food items cannot be returned for credit.

Deliveries and Off-Premises Catering

Food and/or beverages may be delivered anywhere on campus. We request that all equipment remain in the designated function area. All delivery orders are booked by a scheduled time for delivery (when you plan to have your event begin) as well as a scheduled time for pick up of our equipment. The sponsor is responsible for all equipment in use during the event and up to the scheduled pick-up time. The sponsor is responsible for having the building and room unlocked in time for set up as well as providing a table and a trash can for the delivery. We will provide a table for the set up for a \$25 handling fee per table.

Catering is routinely performed within the confines of the JMU campus. Special arrangements are possible, time and staff permitting, to accommodate off-premises catering requests. Pricing will vary for off-premises services. Interested parties contact the Sales Manager for additional information this service.

Pick Up Events

Prepared meals, food trays, box meals and catering specialties are available for pick up from Special Events. These alternatives are great way to help meet budget restrictions that your group or organization may have. Contact a sales manager at 540-568-6637 for more information on our platter packages. When pick ups require the use of non-disposable equipment (chafers, trays, utensils, etc.), it is the responsibility of the sponsor to return the items the next business day by 5 p.m. Failure to return the items in a timely manner will result in rental charges accruing, per day, on each piece of equipment until the items are returned. In the event the equipment is lost, damaged or not returned to Special Events, the cost for replacing the items will be assessed to the group or organization.