

## General Information and Conditions

Catering Services at Western Carolina University is pleased to present this guide to help you plan your catered events.

Our Sales Coordinator or the Catering Director will be happy to meet with you to discuss all aspects of your event.

### Booking Your Event

All catering requests must be submitted to the Catering Coordinator with the following information:

- Location
  - Date and Time
  - Estimated Guest Count
  - Special Dietary Needs
  - Event Budget Appropriate for Catering Charges
  - Budget Code
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- Attended Events – Confirm all details (menu selection, room set up, estimated number of guests and other miscellaneous items) at least 3 weeks prior to the event. Final guarantee of number of guests must be made 3 business days (72 hours) prior to the event. *A minimum of 20 guests is required for served meals. A minimum of 10 guests is required for china buffets.*
  - Breaks and Deliveries – Confirm all details at least one week prior to the event. Final guarantee of number of guests must be made 3 business days (72 hours) prior to the event.
  - You will be billed for the final guarantee or higher if your guest count exceeds your guarantee. Guaranteed guest count is not subject to reduction at the time of the event.
  - Room Reservations - Please refer to the Locations and Contacts list to book your specific location. Many rooms are booked well in advance so it is highly recommended that you book your location as soon as possible. Please request that the facility is open and available to Catering Services 4 hours prior to the start time of an event. Please know that Catering only has access to buildings during business hours. Catering after building hours or before building opens will require special arrangements by the host. Room Charges are also the responsibility of the host.
  - Room Set Up - The building coordinator for the location you reserve is responsible for the room arrangement set up of tables, chairs and audio/visual equipment. Catering Services will be happy to help you develop a floor plan for your event. In cases where tables must be set up or moved by our catering staff a \$30 Fee per hour will apply.
  - Signed Contracts - You will receive a final contract for your event 3 business days (72 hours) prior to your event. It is required that all contracts are confirmed by faxing or scanning a signed copy to Catering Services at 828-227-2571. Unsigned contracts, missing budget codes or missing methods of payment may result in your event not being completed. No menu changes may be made within 3 business days (72 hours) prior to the event.
  - Late Orders – We will make every effort to accommodate orders placed less than 7 business days prior to the event, but may have limited menu choices or service styles. A late fee of \$25 will apply to any event not scheduled within 7 business days of the event date.
  - Cancellation - Orders cancelled within 3 business days (72 hours) of an event will result in 40% charge of that event. Any event cancelled within 24 hours of an event will be charged for its entirety.

## **Service Charge Guidelines**

Catering Services will have your event completely set 15 minutes prior to the scheduled start time.

The standard service time allowed for each event is 2 hours. If you expect your event to exceed the service time, please discuss your needs with the Catering Coordinator when planning the event. Events exceeding 2 hours of service will be charged an additional \$25 per attendant/per hour.

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| • Delivery Fee for all Delivered Events             | \$15                        |
| • Cake Cutting Service                              | \$1.00 per person           |
| • Chef Attendant Fee for Action or Carving Stations | \$60 per station per hour   |
| • Butler Passed Hors d'oeuvres                      | \$25 per attendant per hour |
| • Bartender Fee                                     | \$60 per hour per 50 guests |

### **Rentals and Decorations:**

- Should you desire a specific color or size, we will be more than happy to assist you! We have many colors available upon request. Rental charges may apply for specialty linens.
- Set up for centerpieces and table arrangements, not ordered through Catering Services, are the responsibility of the individual booking the event.

### **Alcohol Services**

- You must submit a WCU Alcohol Beverage Permit at least 7 days prior to your event to Catering Services. If you do not have a signed permit on file, alcoholic services will not be provided.
- A bartender may be provided for your event for \$60 per hour per 50 guests. Bartenders may refuse service to those not conducting themselves in an orderly manner.
- Certain events require beverage tickets. Ensuring guests are of legal drinking age is the responsibility of the individual booking the event. No Cash Bars are permitted.
- Individuals booking events must comply with all WCU Building Permits and Alcohol Permits. All events that serve alcohol must comply with all ABC rules and regulations.
- Please refer to the Alcohol Policy available on the WCU website.

### **Food Safety**

In accordance with State Health Regulations and to protect the safety of your guests, absolutely no food is to be removed from a catered function. To go containers will not be provided.

## **Billing**

- A University Budget Code must be provided when your event is confirmed.
- The invoice of your event will be calculated at the contract price multiplied by guaranteed or actual number of guests, whichever is greater.
- Should your event exceed the guaranteed number of guests, billing will be based on the actual guest count.
- Guaranteed guest count is not subject to reduction at the time of the event.
- Events not billed to a University Budget Code (Cash, Credit or Check) require full payment based on your guaranteed number of guests no later than 3 days prior to the event date.
- Cash, Credit or Check payment will require a \$25 refundable deposit that will be applied to the total bill amount. Deposits are due at the time the event is booked.

## **How to Book Your Event Online**

1. Visit [www.wcu.edu](http://www.wcu.edu) and go to Dining Services. Click on Catering.
2. Locate the Catering Request Form. Download this form to your computer.
3. Fill out all necessary information.
4. Email the request to [catering@email.wcu.edu](mailto:catering@email.wcu.edu)
5. Your event will be scheduled by our Catering Coordinator and a contract will be sent to you within 2 business days (48 hours).
6. Review your contract and submit any changes by using the Change Form that is also located in the Catering section of Dining Services. You can download this form to your computer, fill out the necessary information and email the Change Form to [catering@email.wcu.edu](mailto:catering@email.wcu.edu)
7. Catering will make the necessary changes to the contract.
8. The contract will then be held until the Confirmation Contract is sent back to you.
9. 72 Hours or 3 business day prior to your event, a Confirmation Contract is sent to you.
10. The contract must be signed and faxed back to Catering at 828-227-7053. This confirms that you approve of all the necessary information and menus (i.e.; start and end times, locations, quantities of order, guarantee of event and payment methods).

\*All events will be referenced by EO number.

### Locations and Contacts

<b>Building Name</b>	<b>Room Name</b>	<b>Number of Seats</b>	<b>Contact Name</b>	<b>Telephone Number</b>
*University Center	Grand Room	350	Jill Lindsay	227.3624
*University Center	Multipurpose Room A&B	72	Jill Lindsay	227.3624
*University Center	Illusions	80	Jill Lindsay	227.3624
*Ramsey Center	Hospitality Room	100	Debbie Hyatt	227.7677
*Ramsey Center	Concourse	500+	Debbie Hyatt	227.7677
*Ramsey Center	Main Arena	700	Debbie Hyatt	227.7677
*Ramsey Center	Auxiliary Gym	300	Debbie Hyatt	227.7677
*Ramsey Center	Truck Tunnel		Debbie Hyatt	227.7677
*University Outreach Center	Dining Room	60		227.7397
*University Outreach Center	Room 143	40		227.7397
Killian	Room 104	45		227.3373
Killian	Room 218	15		227.3373
*Fine Performing Arts Center	Lobby		Laura Sellars	227.2479

## Event Check List

- ✓ Select the date, time and location of the event.
- ✓ Check the availability of desired location and make necessary reservations with site contacts. Confirm parking availability and handicap entrances.
- ✓ Reserve rain location or tent if the event is outdoors.
- ✓ Determine who will pay for the event, food budget and style of service that best suits your needs.
- ✓ Obtain account number appropriate for Catering Charges.
- ✓ Email Catering Services at [catering@email.wcu.edu](mailto:catering@email.wcu.edu) by using the online form to request menu selections and details. Catering will be happy to help in menu planning. Be sure to notify us of any special dietary needs.
- ✓ Will you need any registration, name tag and head tables? Awards, gifts or presentation table?
- ✓ Is the event formal or informal? Make plans for handling RSVPs from guests. Be sure to give guests enough time to plan to attend and respond.
- ✓ If the event is formal, plan seating arrangements, place cards and table numbers.
- ✓ Decide upon table centerpieces, candles or other decorations and make arrangements for set up and removal of décor.
- ✓ Order floral arrangements and centerpieces. Catering Services can coordinate this for you.
- ✓ Will you need “reserved” table signs?
- ✓ Secure any audio/visual needs with Location Contact.
- ✓ Order special cakes to recognize guests of honor or award recipients.
- ✓ Coordinated delivery time and storage of alcohol and decorations if you are including these in your event.
- ✓ Do you need a coat rack?
- ✓ Contact entertainment, photographer and florist (if not arranged by Catering Services) two days prior to event to confirm contacts and services to be provided. Ask for their arrival time and let Catering Services know.
- ✓ Plan your menu at least three weeks in advance of the event. How much time do you have for the meal? For the program?
- ✓ Confirm table set up and that the room will be available for catering to arrive 4 hours before start of event with the Location Contact.
- ✓ Confirm final menu and guarantee 72 hours before event.