



# Policies & Procedures

## Planning Your Event

Our Staff does considerable planning, purchasing and organizing to prepare an event that satisfies your wants and needs. To assure a successful event, all details, especially menus, must be agreed upon 14 days in advance of the scheduled function. If only beverage service and simple snacks are required, 7 days notice will suffice.

To service your needs in a timely fashion and facilitate campus billing procedures, we ask that on-campus groups deliver an original copy of a work order with an authorized signature and account code to University Catering, adhering to the above time line.

On-campus groups seeking funding through the Appropriations Board will require three weeks planning time to go through proper channels.

An event confirmation will be sent to you outlining details of the arrangements you have made. Please review it and call us immediately if you would like to make changes.

In accordance with University policy, University Dining Services will be the exclusive supplier of all food and beverage items catered on campus. In accordance with county health and alcohol regulations, as well as for your safety, alcoholic beverages, non-alcoholic beverages or food may not be brought into or taken out of the function room by the host or the guests.

## Arrangement of Space

All room requests should be made through the Facilities Reservations Office. Off-campus groups should first call the Conference Planning Office to discuss eligibility and space availability. Once space is reserved, the Catering Office can begin planning your function with you.

## Equipment Rental

Due to the supply limitations, we cannot rent or loan food service equipment. Equipment is available free-of-charge for most catering delivery orders.

## Preparing The Delivery Location *(On Campus Groups)*

Since we do not have access to buildings, rooms or tables used for set-up, we will need your help to ensure that the facilities are ready when our staff arrives. If additional visits are necessary for either the set-up or the clearing of your order, a \$10 service charge will be added to your bill to cover additional labor costs. For tables, chairs, trash and recycling receptacles outside the Commons Building, arrangements must be made through a work order to Physical Plant.

## Guarantees

To ensure proper labor coverage and food supplies, a guaranteed final guest count is requested seven working days in advance. Once a guaranteed count is given, charges will be invoiced on the guaranteed number or the actual number of people served, whichever is greater.

For served meals we will prepare for up to five percent over the guaranteed number, to a maximum of 10 extra meals. If more than 10 extra guests are present, the main meal service could be delayed as we make arrangements to accommodate the increase.

## Cancellations & Late Bookings

**To avoid charges for food and scheduled labor, cancellation of scheduled functions must be made no later than 48 hours prior to the event.** Cancellations made less than 48 hours beforehand will incur a charge of 50 percent of the anticipated function charge.

## Loss or Damage

University Dining Services does not assume responsibility for the damage to or the loss of articles left in the rooms or buildings prior to, during or following any function by the customer or any guests.

## Room Changes

University Dining Services and Facilities Reservations reserve the right to provide an alternate function room best suited for the size of your group, should the number of guests attending the function differ greatly from the original estimate.

## Decorating

To ensure the aesthetic nature of the room for future guests, you are welcome to decorate your room using the following guidelines:

- No decorations can be attached or placed on painted walls and pillars.
- Decorations on other surfaces can only be attached use masking tape.
- Plastic fishing line may be used to hang decorations from the ceiling.
- No confetti, sparklers or rice is permitted.
- All decorations must be removed immediately following the event.
- Please consult with the catering manager concerning the use of balloons in the Commons Building.

## Delivery & Set-Up Service

The items you order are attractively arranged on trays, when delivered and set up. All paper products and non-disposable serving equipment are included. At the end of your event, we will return and pick up any serving equipment used during the event.

For groups over 100, a catering service attendant must be present throughout the event.

## Service Considerations

We make every attempt to pick up our equipment as soon as possible after your event. Equipment delivered before 2:30 p.m. will be picked up by 5 p.m. on the same day.

Equipment delivered after 2:30 p.m. will be picked up the next morning. If your pick-up requires special arrangements, please inform our staff at the time your order is placed.

### Parking

During the academic semester, parking on campus is limited to Monday through Friday, 8 a.m. to 6 p.m. Parking to evening or weekend events is somewhat more available. Parking for events in the Commons Building is available in the Devilbiss parking lot located off Camden Avenue or the Dogwood parking lot located off Dogwood Avenue.

### Alcohol Beverage Policy

Salisbury University does not permit alcoholic beverages to be brought to campus. UDS is required to purchase and serve all alcoholic beverages. UDS cannot serve alcoholic beverages to anyone under 21 years-of-age. Alcoholic Beverages may not be served without food. Alcoholic beverages or food may not be brought into or taken from the function room by the host or guests.

### Prices

All prices quoted will be subject to an additional 6% state sales tax, as well as additional charges for linen, flowers or special room arrangements. All University Catering events are subject to a \$35 minimum order.

### Service Times

Buffet Service will be available for one hour from the beginning of service. All dinners will be allowed a maximum of four hours from the arrival to the departure of guests without overtime charges. There will be a charge of \$.75 per person, per hour past the standard four hours. Any fraction of the hour will constitute one hour.

### Children's Meals

We are pleased to serve children at all functions. Meals for children under the age of 12 will be discounted by 50 percent for a served meal, and 25 percent for a buffet meal. Special kid-friendly meals can also be arranged.

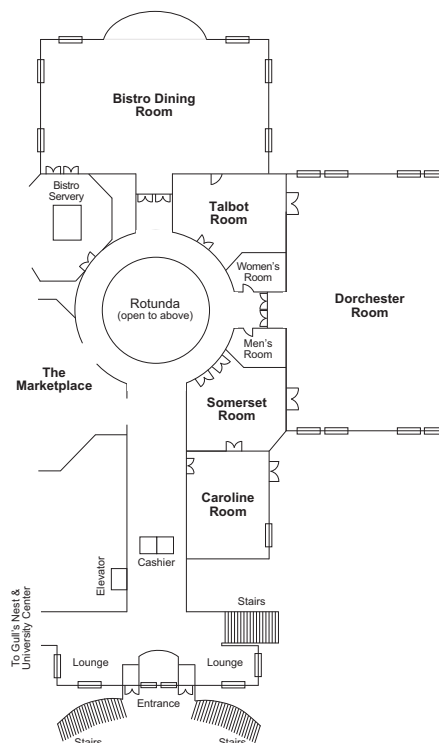
### Delivery Drop Off Service

We can deliver your order, along with any necessary paper and plastic serving products to any campus location. Non-disposable food service equipment is not included.

### Snow/Emergency Plan

In the event of snow or other declared emergency, your catered event will be automatically cancelled so that we may focus our efforts on our residential students. No penalty fees will be assessed and we will discuss the possibility of re-booking your event.

In the event that you would like to cancel your event due to an impending threat of bad weather, you must contact the Catering Office no later than 9 a.m. the day of your event. At this time we will discuss the feasibility and penalties of canceling. Do not assume that your event will be re-booked for the following day. We suggest you discuss an alternative date with our reservations office when you initially book the event.



### Commons Building (Level 1)

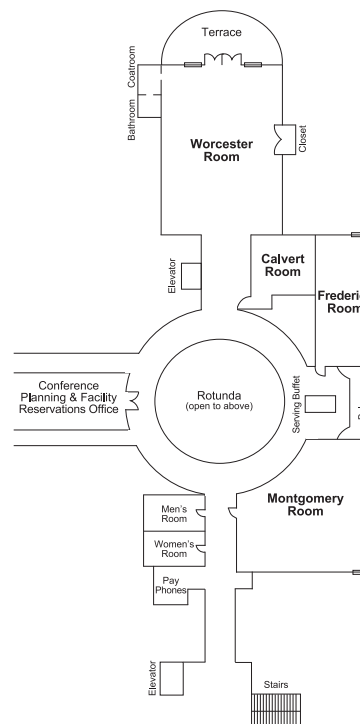
**Bistro** (4,685 square feet)  
SEATING CAPACITY  
Dinner: 250

**Talbot Room** (1,053 square feet)  
SEATING CAPACITY  
Dinner: 80

**Dorchester Room** (5,503 square feet)  
SEATING CAPACITY  
Dinner: 350

**Somerset Room** (1,053 square feet)  
SEATING CAPACITY  
Dinner: 82

**Caroline Room** (1,224 square feet)  
SEATING CAPACITY  
Dinner: 72, Classroom: 30, Theater: 65,  
Horseshoe: 32, Conference: 38,  
U-Shape: 40



### Commons Building (Level 2)

**Worcester Room** (2,024 square feet)  
SEATING CAPACITY  
Dinner: 96, Classroom: 72, Theater:  
108, Horseshoe: 42, Conference: 32,  
U-Shape: 52

**Calvert Room** (540 square feet)  
SEATING CAPACITY  
Dinner: 14, Conference: 14

**Frederick Room** (558 square feet)  
SEATING CAPACITY  
Dinner: 48, Classroom: 24, Theater: 54,  
Horseshoe: 21, Conference: 28,  
U-Shape: 34

**Montgomery Room** (1,146 square feet)  
SEATING CAPACITY  
Dinner: 60, Classroom: 42, Theater: 72,  
Horseshoe: 24, Conference: 22,  
U-Shape: 32