



Policies & Procedures



Welcome

Eastern Michigan University Catering is a full-service catering operation offering everything you could possibly need for your event. We cater across campus and many off-campus events, but most people have discovered that the EMU Student Center is a perfect location for their events ... whether for an intimate gathering of 10 or a grand celebration for 600 (banquet style) to 1,000 (theatre style). If we do not have what you want then we find a source for it. Our experienced staff are dedicated to consistency, fine quality and culinary creativity. We cover every aspect ... every detail, so that you can relax and enjoy your event. Welcome to Eastern Michigan University Catering.



Reservations Policy

All guests of Eastern Michigan University using any campus facility reserved through the Event Planning office will adhere to the guidelines set forth by the University. Failure to follow policies may result in a fine and/or loss of facility usage. Please refer to specific group policies for further details.

- *University buildings and property may be used only for activities that confirm to the laws of the federal, state and local governments and to Eastern Michigan University policies and procedures. Fire, traffic, parking and public safety requirements must be observed.*
- *A representative from the sponsoring organization must be present at sponsored events. Patrons of Eastern Michigan University facilities will be responsible for the proper use of all facilities, furnishings and equipment by attending guests.*
- *Public safety and security personnel are scheduled by the University. Payment for such services is the responsibility of the sponsor.*
- *A cleaning fee will be assessed when an excessive amount of cleaning is required.*
- *Extra charges will be assessed for damages resulting from misuse of any furnishings or equipment when repairs or replacement are required.*
- *Pre-setting and decorating of all rooms may be arranged based upon room availability.*
- *Policies and prices are subject to change.*
- *Michigan state tax is applicable for all events. A tax exempt certificate must be provided prior to an event in order to receive tax exemption status. Events at which a fee is charged are subject to state sales tax.*
- *Exterior signs must be approved by the Eastern Michigan University Physical Plant. Requests for signs must be submitted two (2) weeks in advance.*
- *Eastern Michigan University facilities provide only smoke-free environments.*
- *Parking fees are applicable Monday through Friday. Arrangements for parking must be made in advance by contacting Parking Services at 734.487.3450.*

Please note that special event parking fees may apply.

Guest Guarantees

An estimated number of guests should be provided at the time your order is placed. A final count is required three (3) business days (Monday-Friday) in advance of your event. Once the deadline has passed, the estimate becomes the "final count" and is the basis for calculation of your billing. Changes in the final count may NOT be guaranteed, and additional costs may apply. Should the number of guests exceed the final count at the event, billing will then be based on the actual number of guests served. Please note that all food, equipment and staffing prices are subject to change without prior notice. A \$25 late booking fee will be assessed to each order placed within 48 hours of your scheduled event.

Liability

- The sponsoring entity shall defend, indemnify and hold harmless Eastern Michigan University, its Board of Regents, officers, employees, agents and students from any and all liability that they may incur which arises from the sponsoring entity's use of University facilities.*
- The sponsoring entity agrees to maintain a general liability insurance policy with policy limits of \$1,000,000 covering the liabilities it is assuming under the contract. The policy shall name Eastern Michigan University as an additional insured.*
- University departments may be required to obtain additional insurance depending on the event. Check with the Eastern Michigan University Risk Management Office at 11 Welch Hall (734.487.1357).*
- Any and all equipment, furniture or other possessions brought onto the premises of the University's facilities by the sponsoring entity shall be the sole responsibility of the sponsoring entity. Eastern Michigan University shall have no obligation to ensure the sponsoring entity against the loss of equipment, furniture or other chattels.*
- If Eastern Michigan University facilities becomes wholly or partially untenable through damage or destruction by fire, acts of God, strikes, lockouts and other unforeseen events prior to the dates of the sponsoring entity's event, Eastern Michigan University shall have the option to terminate the contract within liability on written notice of sponsoring entity.*
- The contract constitutes the entire agreement between the parties.*
- The contract can be modified or amended only by a written agreement signed by both parties.*

General Information

Service Staff for an Event

With this event you will have a variety of arrangements with personnel depending upon your contractual agreements set forth prior to your event. Our staff will be guided through our service staff manager to perform: 1) a set-up and clean-up style service, 2) a staff-stay style of service, or 3) a drop-off style service. It is customary for University Catering to supply a chef, supervisor or bartender for events. See your catering sales manager for the fee structure that might apply for your event. For each of these services you should discuss in detail with your catering sales manager prior to the event which style of service will work best for your event.

Cancellations

Cancellations less than three (3) business days (Monday-Friday) prior to your event are subject to charges that will be assessed and billed accordingly. Please note that the State of Michigan Health Department does not permit the removal of food and beverage from Eastern Michigan University's campus when provided by Eastern Michigan University Catering. Credit cannot be issued for leftover items

Tasting Sessions

Catering is pleased to provide an opportunity to taste test selected items from our menu. You may contact the Event Planning office to schedule a tasting of selected menu items at a mutually agreed upon time. For each tasting there is a normal charge of \$100.00 for no more than four guests. All fees are waived when you confirm your catering order and have secured your event date by payment of the required deposit and have signed the contract.

Menu Cards

When choosing a menu for a served meal with more than one option, all attendees must choose prior to the start of the event which option they prefer and then the choice must be listed on a menu card or name tag. Customers are responsible for providing menu cards or name tags for each guest specifying meal selections.

Specialty Decorations

Catering takes pride in making sure that all of its events are professionally executed. Please note that any decorations or special requests such as themes, requested linens, fresh flowers, ice carvings, etc., will be charged accordingly.

Billings • Rentals • Fees

Billing • Deposits

A non-refundable deposit of 50 percent to 100 percent prior to the event of the anticipated billing may be required at the time of final booking, based on the nature of the event. All cancellations must be received in writing, and accounts are to be paid in full. Any unpaid balance may incur a finance charge based on University guidelines. A payment on departure of the event will require a credit card number or imprint on file as a guarantee of payment or as a means of payment for any incidental charges incurred during the event. All University account customers must provide their University account billing information prior to the event date. The account will be charged a deposit in advance of the event with the remainder owing to be billed at the monthly billing cycle.

Pricing

A service charge of 17 percent plus the Michigan state tax may be charged in addition to all food and beverage prices quoted. Prices may be subject to change per market fluctuation with notification.

Labor Charge

A minimum labor charge of \$30 will be assessed for meal functions for less than twenty people. Additional services are available with express catering via Einstein Bros. Bagels and Starbucks.

Late Fee

Any meal event delayed for more than thirty minutes will be subject to a labor surcharge of \$10.00 per hour for each staff member scheduled for that event.

Delivery Fee

Off-premise events will be charged a delivery/trucking fee of \$40. Additional surcharges may be applied if necessary.

Linen Charges

Linen will be provided for all tables being used for food and beverage service (*) and for buffet and served meal seating in the Student Center, plus all deliveries. Should your event need linen for other tables not used for food or beverage, linens will be provided at an additional 5.00 charge per tablecloth.

(*) EMU student organizations' linen charges differ. Refer to the Student Organization Catering Menu for details.

Water Service

All off-premise events will be required to order bottled water only. All Student Center events will be charged an additional fee for water when the event does not require food service. And an additional fee may be assessed for any event running longer than two hours which requires water and service (labor).

Glassware Rental

All bars at the Student Center and off-premise will be assessed a rental fee for glassware at .45 cents per glass. (Prices are subject to change). Catering will provide requested plasticware at no charge.

Cake Fee

A .25 cents per guest cake cutting fee applies to all cakes being brought into an event. This fee covers the use of plates, utensils and linens.

China & Glassware Rental

China and glassware are included in the current pricing of all meals held within the Student Center. Services provided outside of this facility will be accompanied by deluxe plastic ware. If you would like to upgrade to china or glassware these can be provided at an additional charge of .45 cents per item. (Price is subject to change.)

Dietary Considerations

Adjustments to menus can be made to accommodate special dietary needs. Please let the Event Planning Office know if this will be necessary when you book your event.

Flowers • Rentals • Specialty Linens

If your function requires floral, balloons or rentals from any other purveyor, we can make those arrangements for you. A 20 percent handling surcharge will be added to the final cost of the total of rentals. The client is responsible for additional fees for breakage and lost items as deemed necessary once the outside vendor has settled invoices with University Catering. Additional charges may be incurred in contracted services for changes made within a 72-hour notice prior to the event.

