

UCSB Campus Catering- Policies and Procedures

Campus Catering welcomes the opportunity to provide our UC Santa Barbara community and external clients with excellent menu and service options for all occasions. The following policies have been developed to assist you in planning a successful event at UCSB.

Office hours are Monday-Friday, 8:30am-5:00pm. We are closed on University holidays.
For inquiries, please contact us at: catering@ucsb.edu or 805-893-2114.

Advance Notice: We recommend placing your catering order request as early as possible. Every effort is made to accommodate our clients, however advance notice ensures our ability to properly plan for your event. Any orders placed or changed within four (4) business days of your event will be subject to a \$50.00 rush fee.

Order Minimums: There is a minimum order amount of \$50.00 and 10 guests for all catering orders Monday–Friday, and a \$100.00 minimum for orders on Saturday & Sunday.

Confirmation of Guests: A final guaranteed guest count must be submitted five (5) business days prior to your event. For off-campus clients or events, the count must be submitted with an event confirmation. This number cannot be reduced. We will do our best to accommodate any request to increase the guest count, however changes will be subject to additional charges. Within four (4) business days of the event, a 15% fee will be applied to the per person cost of each additional guest. Within two (2) business days of the event, a 25% fee will be applied to the per person cost of each additional guest. If we are unable to accommodate a last minute increase in guest count, an adequate amount of food and beverage cannot be guaranteed.

Cancellation Fees: Cancellations will be accepted before 5:00pm, five (5) business days prior to the event. Cancellations received after this time will be charged 50% of the proposal amount. Cancellations received less than three (3) business days prior to the event will be charged 100% of the proposal amount. Events with 300 guests or more must be cancelled at least 10 working days in advance.

Delivery Service: All on-campus events include a complimentary delivery and pick-up. A minimum of \$40.00 will apply to additional deliveries or pick-ups. Normal delivery and pick-up hours of operation are Monday through Friday, 8:00am-6:00pm. An 18% service charge will be added to events beginning outside of these times. Please consult your event coordinator for scheduling details.

Any event held off-campus will incur a mileage charge of \$10.00 per mile, per vehicle.

Delivery Set-up and Pick-up: Catering orders will be delivered and arranged buffet-style by our UCSB Campus Catering service team. 100% compostable paper goods and cutlery will be provided, as well as basic food and beverage table linens, and succulent plants when available.

Please note that UCSB Campus Catering does not provide food and beverage tables for deliveries. Clients are asked to arrange for adequate tables appropriate for food service set-up. Our event coordinator will recommend the number of tables needed. Our catering staff will arrive before the designated start time in order to allow adequate time to set-up the event. Please have the building and room doors unlocked and the room/area set with the necessary tables. Our service team members will retrieve catering equipment at the scheduled time. Any missing equipment upon pick-up will be billed to the department or group holding the event.

Service Time: Standard menu pricing is based on a two (2) hour service time, not including set-up and breakdown. For events that will exceed the (2) hour time limit a \$25 per server per hour fee will be applied, or in the case that a manager is needed on site for the extent of your event the fee will be \$60 per manager per hour. If you expect your event will exceed the standard two (2) hours, please consult a catering sales manager to arrange for additional service time.

Holidays: Catered events on University holidays and holiday weekends, will be subject to a Holiday Fee equal to 20% of the total order amount or \$100, whichever is greater.

Leftovers: To protect your health and prevent foodborne illness, the catering staff will remove all perishable food from the event upon the conclusion of meal service. Any non-perishable items (i.e. baked goods) may be taken at your discretion. UCSB Campus Catering does not provide to-go containers.

Alcoholic Beverage Service: While UCSB Campus Catering is prohibited from purchasing or selling alcoholic beverages, we do provide bar set-up and service for your events. All alcohol (beer and wine only) must be provided by the client. We require that any alcohol offered at a catered event be served by one of our trained bar attendants. Outside caterers or individuals are not authorized to serve alcohol at events catered by UCSB Campus Catering.

Alcoholic beverages are only served to guests 21 years of age and older. The client is responsible for identifying guests under the age of 21. Events must be by invitation only and cannot be open or advertised to the public.

Please inquire with a catering event coordinator if you need more information regarding alcohol policies for your event.

Bar service includes bar attendant(s), set-up, service supplies, ice, soft-beverages, and compostable cups. Pricing is based on a two (2) hour service time in conjunction with food provided by UCSB Campus Catering. If you expect your event will exceed the standard two (2) hours, please consult a catering event coordinator to arrange for additional service time.

Upgraded Service Levels: As all events are unique, yours may require different levels of service staff and additional equipment. In order to provide the best service possible, UCSB Campus Catering will assist in determining the appropriate level of staffing needed for your event based on the guest count, type of menu and event location. UCSB Campus Catering is available to coordinate additional items such as tables, chairs, specialty linens, china, glassware and floral arrangements utilizing the appropriate vendor(s). An 18% coordination fee based on the total rental costs will be added to your final bill. If you choose to have UCSB Campus Catering coordinate your rentals, you will be responsible for any damage or breakage charges incurred during your event. If requested, many rental companies offer a "Damage Waiver" as an alternative. Please discuss these options with us upon booking.

Trash: We will provide trash service for catering items, for all attended and picked-up events. For drop-off events (i.e. a boxed lunch), clients have the option to add trash service for a fee. Please inquire with a sales manager for more information. Additionally, disposable trash containers are available for clients to purchase directly through UCSB Distribution & Logistical Services at (805) 893-4314.

Sustainability: UCSB Campus Catering actively supports the University of California-wide sustainability initiative. We proudly utilize 'green', local and sustainably sourced products, and unless otherwise noted, all catering deliveries include 100% compostable service-ware products.

Billing and Payment: Clients will be billed after the conclusion of their event. Payment can be made by check or by using a campus recharge account. A California State Sales Tax of 7.75% will be charged on all services and rentals where mandated by California state regulation. Checks should be made payable to the UC Regents, Campus Catering, 1501 Residential Services, Santa Barbara, CA 93106. Please include the invoice number on the check. If you have any questions regarding the billing process, please feel free to call us at 805-893-2114.

Please DO NOT submit a Form 5 Check Request to campus for payment of your invoice.