

Policy and Procedures

Thank you for choosing O's Campus Café and Catering for your catering needs. It is our goal to provide you with the best possible food and service. We prepare fresh food in our kitchens for your events. Because this process is labor intensive and food costs continue to rise, it is necessary for us to create certain policies and procedures that will help to ensure, both you and us, the ideal outcome for your catered event. Please review our policy and procedures in order to help answer some of your questions prior to booking.

Please have the following information available at the time of your booking.

- Date and time of your event
- Contact information
- Location, start and finish times
- Special dietary needs
- Type of service
- Billing information
- In order for us to execute your event in the best possible manner, please provide as much notice and information as possible prior to your event.
- An authorized signature is required prior to service.
- Standard orders should be placed a minimum of 5 days in advance, and 10 days for customized menus.
- Guaranteed guest numbers should be sent a minimum of 3 days in advance. A reduction of more than 10% inside of 72 business hours will be at the discretion of O's management and may be subject to additional fees. If no guarantee is given, the last number of guests we received will be the final service number.
- Events cancelled inside of 72 business hours will result in a charge of 50% of the anticipated revenue. Events cancelled within 24 business hours will be charged 100% of anticipated revenue.
- Normal service time is two hours per event. Any event running over the allotted time is subject to additional service fees.
- Service provided outside of normal business hours (Monday-Friday 7am-4pm) may be subject to additional fees. Charges will be quoted at the time of booking.
- For events outside of the POB Building, there will be a delivery fee of \$25 per delivery.
- There is a minimum charge of \$50 per event.
- Events that are deemed "drop off service," where no equipment is being retrieved, O's Catering will not be responsible for clean-up at the conclusion of your event.
- For groups that are not affiliated with the University, or that are paying by means other than a University account, 50% of the anticipated revenue is due one week in advance and 100% of the anticipated revenue will be due 24 hours prior to service.
- List price does not include attendant fees. There is a minimum fee of 2 hours per attendant at a rate of \$25 per hour.
- **Payment methods: Cash, credit card or direct billing. We are unable to accept UT IDT.**
- Payment terms are net 30. Payments made after 30 days may be subject to a compounded monthly late fee of 5% of event total. Minimum late fee of \$25 per event.
- For your safety, we prohibit guests from carrying out perishable food
- Please feel free to contact us with any questions. We realize your event is very important to you and your guests. We will work with you to make sure it is pleasant and special.