

CATERING & ROOM RENTAL POLICIES



THE UNIVERSITY OF ARIZONA
Student Unions

We present the following planning notes and policies to assist you in your event planning process. Please familiarize yourself with them and let your Event Planner know if you have any questions or have a situation that is not addressed below. We are always here to help you!

MENU PLANNING

To ensure we are able to provide you with the best product and services, please provide your order with a minimum of fourteen (14) days notice. Any request made less than fourteen (14) days in advance of your event date will be subject to availability of staff and product and may incur additional charges.

The guest count guarantee is due a minimum of three (3) business days prior to the event date, including ALL allergy, vegetarian, vegan, gluten-sensitive and/or special needs requirements. Once the guarantee is given, the count cannot be reduced. Requests for increases after count is given will be handled on an individual bases based on product requests.

Please note Arizona Catering Company prepares for the guest count only. No additional product will be provided unless ordered. Final billing will be based on the guarantee or actual guest attendance, whichever is higher. Changes to guest count or food order placed less than 3 days prior to event date may be subject to additional fees or an adjusted menu based on product availability and costs.

All menus and pricing are subject to change in the event of unforeseen market changes. Arizona Catering Company reserves the right to adjust prices as needed. If this occurs, your Event Planner will provide you with new menu pricing as well as options to adjust the menu to keep the original menu pricing.

Please plan your event timeline with consideration for the set up of your catering order(s). If your event is outside of the Student Union Memorial Center, please ensure the room reservation allows for set up and clean up times for the Catering staff. For plated meals that take place in venues other than the Student Union Memorial Center, please work with your Event Planner to ensure that enough space is reserved in a convenient location for Catering to prepare your meal.

Perishable items may stay out for a maximum of 90 minutes per industry safety guidelines and any food leftover on a buffet, plated meal, or packaged menu is the property of the Arizona Catering Company. A la carte non-perishable items may be kept after the end of an event if arrangements are made with your Event Planner prior to the event date. Arizona Catering Company does not provide any type of to-go containers and clients are not permitted to remove our equipment from any event (missing equipment will be billed to the client). All leftover perishable a la carte items and all items from buffets and plated meals will be removed by Catering at the appropriate time; we do not allow clients to remove any a la carte perishable items or any items from buffets and plated meals after an event. It is solely up to the Arizona Catering Company to determine which items are perishable.

The Menu Planning section is continued on the next page.

MENU PLANNING (con't)

Please discuss any special dietary needs for your guests with your Event Planner, including vegan, vegetarian, gluten-sensitive, and food allergy requests. Arizona Catering Company can produce items without a specified allergen as an ingredient but we do not have an allergen-free kitchen and cross-contact is a possibility. It is the client's responsibility to notify their guests of this in case their intolerance level is a concern.

No outside food or beverages of any kind may be brought in by the client, guests, or invitees to any event catered by Arizona Catering Company.

Consuming raw & undercooked food items may increase your risk of food borne illness.

All catering orders are subject to a 15% taxable Service Charge. Arizona state tax (currently 6.1%) will be added to all taxable items and fees and a \$20 taxable Delivery Charge will be added to all orders under \$250 (before tax and Service Charge) that are outside of the Student Union Memorial Center building. If your organization is tax exempt for Rooms and Meals, please forward the appropriate documentation to your Event Planner prior to your event date. Billing will be based upon your guest count guarantee or your actual guest count at the event, whichever is higher. Catering orders canceled less than three (3) full business days before the event will incur a 50% cancellation charge of total costs and less than one (1) business day prior notice will be billed in full.

Any event wanting to provide alcohol to guests must complete the Alcohol Permit Application (www.union.arizona.edu/alcohol) and submit the application for approval. Applications must be submitted a minimum of 3 weeks prior to event date. Approval will be forwarded to the contact listed on the application. For questions regarding the application or policy, please contact Anthony Clarke (520-626-4214/anthonyclarke@email.arizona.edu).

For served meals, a choice of up to three entrees (including vegetarian, vegan and other special dietary needs) may be offered to attendees. Final count for the number of each entrée is due three (3) business days prior to the event. A place card must be provided for each guest indicating their entrée selection. Vegetarian, dietary and/or special menu needs are in addition to the entrée choice but cannot exceed three entrée options total.

Please note that numerous menu items have a required minimum order and/or a required minimum number of days' notice. Additional charges and/or menu revisions may be required if this minimum is not met.

Often groups will want to host events outside for greater visibility and to take advantage of our wonderful Arizona weather. Catering services can be extended to selected outside spaces on campus. Please contact the Cheryl Plummer (520-626-2630) to schedule space anywhere on campus grounds. For more information, please visit the Campus Use & Mall Scheduling website.

CATERING EVENT EXECUTION & BILLING

Arizona Catering Company will provide appropriate event staff for all events. If your event requires additional staffing due to the style of the event or your service needs, the Event Planner will provide you with options to consider. Some Studios require a chef as indicated and included in pricing (attendant can not be removed from event for price adjustment). Should the scheduled start or end time of a function be delayed by more than one hour (60 minutes) without prior notification from the client, an overtime labor charge of \$50 per server per hour will be applied to client's account. There may also be additional charges for butler-passed hors d'oeuvres and other special presentations, please ask your Event Planner if you have any questions on these charges.

Clients may be required to provide a deposit. Approved payment options include:

- UA Access Account Number: correct billing information must be provided when placing order.
- Credit Card: Visa, MasterCard and American Express are all accepted as full, partial or deposit payments. Credit Card Authorization will be handled through the Student Unions' Accounting Department and receipt will be provided at the time of payment.
- Direct Bill: Approval for billing post-event will be handled on an individual basis. Please ask your Event Planner for more information.

All fees are due and payable within 30 (thirty) days of the event.

ROOM RESERVATIONS

To reserve a room within the Student Union Memorial Center please submit the Room Reservation Request Form (found online) to the Event Planning Office by email (sueventplanning@email.arizona.edu). Room Reservation Request Forms submitted by any student club or organization must include the signature of either the current President or Treasurer. All room reservations are taken on a first-come, first-serve basis.

We generally book one year in advance for large special, annual, or academic events. Rooms may be unavailable to book until dates are confirmed for university-wide events such as Homecoming, Commencement, Convocations, Parents Weekend, etc.

Small meeting rooms may be reserved by departments and recognized student clubs and organizations for up to two hours at a time for no more than two times per week. Reservations outside of these parameters are assessed the usual room charges. All student groups and departments charging an admission fee for their events will be assessed a room charge. Groups that misrepresent an event or affiliation in order to avoid fees and charges will be charged appropriately and may have their reservation privileges suspended, as determined by the Arizona Student Unions Associate Director of Operations. For information on room fees, please refer to our room list or contact the Event Planning Office. All fees are due and payable within 30 (thirty) days of the event.

The Room Reservations section is continued on the next page.

ROOM RESERVATIONS (con't)

Whenever possible your room will be available 15 minutes prior to the start of your reservation. If you need a longer time for set up, please indicate that on the Room Reservation Request Form.

Submission of a Room Reservation Request Form is a request only and does not guarantee any reservation. Written confirmations of reservations or notice that space is unavailable will be submitted via email to the contact listed on the form. Response to a room request can be expected within three (3) business days. If you haven't received a response from us after three (3) business days, please contact us.

Setup and equipment needs for rooms are to be requested at the time the reservation is made. Some rooms in the SUMC are preset and their setups cannot be changed. Other rooms may be arranged in a variety of configurations. Please note that if you require a specific setup, some rooms may not be available to you. For more complicated setups, a fee will be assessed. Diagrams for room reservations will be created by the Arizona Student Unions for larger events. Once a room is set, furniture and AV are not to be changed by the client except by prior special permission from the Arizona Student Unions. When possible, we will try to accommodate all changes to reservations but last minute requests that require additional labor charges may necessitate passing those costs on to the customer. Please discuss the agenda for your event with one of our Event Coordinators in advance and provide a copy of your program and event needs as soon as possible.

The Arizona Student Unions have a wide variety of audio-visual equipment that can be used to enhance your meeting or event. A/V equipment should be ordered from the Event Planning Office at the time the room reservation is requested or added to the reservation no less than five (5) working days before the scheduled event to assure availability. Last minute changes or additions for audio-visual equipment will be based up on availability and will include a late fee. Please refer to our equipment list for prices. Unfortunately, the Arizona Student Unions are unable to rent or loan equipment outside the Student Union Memorial Center.

Arizona Student Unions policy prohibits bringing any food or beverage from outside sources into the building for events of any size or scope. Nothing can be hung, pasted, tacked, or affixed in any manner to facility walls, doors, windows or floors.

The Arizona Student Unions reserve the right to reassign rooms to serve the greatest number of programs and services. The Event Planning Office will provide notification of changes to reservations promptly via email, phone or fax.

The Arizona Student Unions reserve the right to impose a cancellation fee if notice to cancel a space is not submitted at least ten (10) working days prior to the event for general meeting rooms and forty-five (45) days prior to the event for ballrooms (ballroom cancellations are required in writing). Meeting rooms canceled less than ten (10) business days before the event will incur the a 50% cancellation charge of total cost and less than three (3) business days prior notice will be billed in full. Ballrooms canceled less than forty-five (45) days prior to the event will be billed at 50% of the room rental and less than thirty (30) days notice prior to the event will be billed in full.

The Room Reservations section is continued on the next page.

ROOM RESERVATIONS (con't)

Groups with no University affiliation will be required to leave a 50% deposit of the total bill, which will be applied to the final invoice. If the event is cancelled less than 45 days prior to the scheduled time, the deposit is non-refundable.

Full room charges will be enforced for all "No Shows" on reservations. Groups using rooms at no charge will be given only (1) "No show" without penalty of a room charge. The second time a group fails to give sufficient notice to cancel a space their privilege to reserve rooms in the Student Union Memorial Center will be forfeited for the remainder of the semester.

If your event will require vehicle parking, please contact the Special Events Coordinator for Parking & Transportation by phone at (520) 621-3710. The cost of renting space in the Student Union Memorial Center does not include parking fees on campus. The nearest public parking facility is the Second Street Garage, located next to the Student Union Memorial Center on the corner of Second Street and Mountain Avenue. Please note that as of July 1, 2016, the Second Street Garage charges for parking on the weekends. Please contact Parking and Transportation for more information on the garage schedule, parking fees, and other available parking locations on campus.

The Arizona Student Unions have established contracts with retail and service providers in the Student Unions and areas campus-wide. The purpose of this policy is to identify the services provided exclusively by existing contracted companies. Any department, organization, college, company or campus organization that reserves space in the Student Unions or hosts events on the University of Arizona Campus must provide the Arizona Student Unions a list of proposed companies or organizations involved with their event. To avoid existing contractual conflict, the Student Unions will review the list of proposed companies or organizations whose University sponsorship or participation may create a contractual breach with exclusivity rights guaranteed to companies already contracted with the Arizona Student Unions.

Client undertakes to conduct the Event in an orderly manner, in full compliance with applicable laws, regulations and University of Arizona, Arizona Student Unions and Arizona Catering Company rules. Client accepts full responsibility for the conduct of all persons in attendance and for any damage done to any part of the University of Arizona, Arizona Student Unions and Arizona Catering Company's premises during any time such premises are under the control of Client, or Client's agents, invitee, employees or independent contractors employed by Client. Client hereby indemnifies and holds harmless the University of Arizona, Arizona Student Unions and Arizona Catering Company and each of the foregoing, against any and all claims, liabilities or costs (including reasonable attorney's fees and whether by reasons of personal injury or death or property damage or otherwise) arising out of or connected with the Event or this Agreement, caused or contributed to by the negligence of Client, or any guest, invitee or agent of Client or any independent contractor hired by Client.

The Room Reservations section is continued on the next page.

ROOM RESERVATIONS (con't)

Upon the request of University of Arizona, Arizona Student Unions and Arizona Catering Company, Client shall procure and maintain, at its expense, policies of insurance, in such amounts, upon such terms and with such responsible insurance companies shall be satisfactory to University of Arizona, Arizona Student Unions and Arizona Catering Company, including comprehensive general liability coverage (with a specific endorsement acknowledging the insuring of the contractual liabilities assumed by Client under this Section 12) and such workers compensation, employers liability and automobile liability coverage as may be required by University of Arizona, Arizona Student Unions and Arizona Catering Company. Certificates of the issuance of each such policy shall be delivered to University of Arizona, Arizona Student Unions and Arizona Catering Company at least three (3) days prior to the Event. Each such policy shall name the University of Arizona, Arizona Student Unions and Arizona Catering Company as additional insured. Such insurance shall be considered primary of any similar insurance carried by any of the above named parties.

If required, in the sole judgment of University of Arizona, Arizona Student Unions, UAPD, and Arizona Catering Company, in order to maintain adequate security measures in light of the size and nature of Event, Client shall provide, at their expense, a minimum of uniformed guards (not to carry weapons), supervisors and ushers (the Security Personnel). All Security Personnel shall be supplied by UAPD. The Security Personnel are to coordinate with University of Arizona, Arizona Student Unions and Arizona Catering Company's regular security force and shall concern themselves only with access to the space reserved hereunder (or substituted therefore), restricting their presence to these areas of the premises of the Student Union.