

THANK YOU FOR CHOOSING UMC EVENTS PLANNING & CATERING!

We're here to help you plan a successful event! Arrangements for catered events can be made through UMC Events Planning & Catering Office located in UMC 140. You may contact us at 303-492-8833 or via email at schedule@Colorado.edu. The office hours are 8-5 pm, Monday through Friday during the academic year. Summer hours are 7:30 am – 4:30 pm. We are closed on selected University holidays.

ADVANCED PLANNING IS RECOMMENDED

It is never too early to plan your event!

When planning your event, keep in mind that larger, more involved events require a significant amount of planning & coordination. We recommend that you place your order as early as possible to ensure a smooth flowing event. For popular dates such as commencement, more advanced planning is advised.

Please remember to ask your guests if there are any dietary restrictions. UMC Events Planning & Catering will do our best to accommodate any needs pertaining to dietary restrictions or preferences if notified at the time of confirmation signing or before. We will do our best to accommodate all orders; however, a late notice decreases our ability to provide adequate service and supplies.

Please be aware that UMC Events Planning & Catering reserves the right to decline business outside the UMC based on daily volume. In controlling the numbers of service/events catered in any one day, it is our desire to give each client quality service. The busy catering calendar may not be able to accept late bookings. If we accept them, an additional charge is necessary to cover the expense of last-minute alterations & ordering. Events booked with less than seventy-two (72) hours notice will be subject to additional charges.

PLANNING AND SCHEDULING YOUR EVENT

UMC Events Planning & Catering may limit services during peak times. Preliminary menu arrangements are highly recommended as early as possible, but must be made at least ten (10) business days in advance for our staff to meet your needs and expectations. At the time you book your event the following information will be required:

- Name, email, phone & fax numbers
- On site contact name
- Emergency contact name & number for events starting prior to 9:00 am or after 4:00 pm.
- Name of group or department
- Campus box or physical address
- Day & date of event
- Beginning & ending time of event
- Estimated number of guests attending the event
- Location & access information
- Rain location &/or inclement weather plan (if applicable)
- Method of payment (credit application for non-university clients is required)

Payment is required two (2) days prior to the event. We accept Mastercard, Visa, a CU Speed Type, Checks, CU Acard, or a CU IN.

FINALIZING YOUR EVENT AND ATTENDANCE GUARANTEE

Once the details of your event have been finalized, we will email your confirmation(s). Please carefully review all information for accuracy & completeness. If you have questions or changes, please contact your sales representative immediately. To ensure appropriate service preparation, all cancellations and/or changes referring to the menu, guest count & event arrangements must be finalized by 11:00 am, three (3) business days prior to your event (the event day is not included in the calculation). This is an absolute necessity for the success of your event.

Event Day	Guarantee Due By
Saturday, Sunday, Monday*	Thursday 11am
Tuesday	Friday 11am
Wednesday	Monday 11am
Thursday	Tuesday 11am
Friday	Wednesday 11am

**If the Monday prior to your event is an observed holiday, guarantees will be due one day earlier than the above stated.*

Our ability to serve additional guests added after the guest count guarantee deadline (i.e., less than three days before the event) will be determined on a case-by-case basis. Any decrease in the number of guests made after the guarantee deadline will not reduce the quoted cost of the event. If the number of guests exceeds the guarantee, the client will be charged for the actual number attending. If a final guarantee is not submitted, the original contracted guest count will be used for billing purposes.

PREPARING PAYMENTS

Payment is due in the UMC Events Planning & Catering Office, UMC 140, 202UCB, two business days prior to your event.

Interdepartmental invoices will require IN and account numbers at the time the order is placed. Student organizations must have payment approved by SOFO. See your sales representative for details. UMC Events Planning & Catering offers a 13% discount to all CUSG-recognized student groups whose money is handled by SOFO (Student Finance Office).

CANCELLATIONS

Weather-related

On days with extreme weather conditions that may result in campus closures, our office will contact you with a deadline cancellation time. UMC Events Planning & Catering reserves the right to modify service. Orders cancelled within the designated time frame will incur no charges. All other cancellations may be charged at full price. Events cancelled due to extreme inclement weather resulting in an official University closing will not incur any fees. For events cancelled

due to inclement weather without an official University closing, the customer will be responsible for any special ordered items & costs that cannot be absorbed into normal production.

General

Events or menu items cancelled or changed after booking may be subject to charges based on what cannot be absorbed into ordinary production.

TYPES OF CATERING SERVICES & FEES

Limited Service

Our staff will deliver your order and set it up. The set up will include a tablecloth for your food tables, all serving utensils and appropriate paper goods for your guests to enjoy their meal. Our staff will return at the designated time to pick up the food.

Fees:

- Complimentary for events within the UMC
- Campus deliveries outside of the UMC are \$18
- Off campus deliveries will incur a \$20 charge, plus an additional mileage fee

Staffed Limited Service

Our staff will deliver your order, set it up, and one person will stay to oversee the maintenance of your buffet. This is a great idea for larger groups, when buffet space is limited or you have a complex menu. The attendant will replenish food and beverages throughout the event and keep the buffets tidy. Please discuss your needs with your sales representative.

Fees: Delivery fee will be \$18; staff will be charged at \$18 per hour.

Full Service

These events will incur labor charges for waitstaff, which will be determined by your sales representative. The number of waitstaff is based on venue, guest count, and complexity.

As a courtesy to our community, UMC Events Planning & Catering does not add an industry standard service charge. We also do not charge or expect gratuity.

Event Service After Hours Fees

The standard hours for all delivery, set-up, clearing & attendant services are Monday through Friday from 7am – 8pm & 7am – 6pm on Saturdays & Sundays. Services required before or after our standard service hours will incur additional labor charges of \$18 per attendant per hour. Client may incur additional labor fees for events occurring on certain holidays.

Please establish accurate delivery & pick-up times for your event. Unscheduled returned trips due to late running meetings, locked facilities or rooms, or any other reason our equipment is not available at the specified time will incur an additional fee.

China Service, Equipment, and Linen Fees

Appropriate disposable, paper and plastic products are provided for all of our Limited Service clients. CUSG (Colorado Student Government), our governing body, encourages the use of compostable products. The compostable products are available to our clients for a nominal surcharge.

China service outside the UMC will incur a labor charge. Within the UMC, china service is available on request for up to 25 people at no charge. Above 25 guests, or for any number of guests outside of the UMC, full china service includes plates, glassware and silverware from \$1.50 to \$3.00 per person.

Basic buffet linen is included for all types of service, and additional fees may be incurred for extras, e.g., specialty linens, display tables, registration tables, etc.

Service Location Prep and Fees

Since we do not have automatic access to rooms outside of the UMC, we need your help to ensure that the facilities are ready when our staff arrives. It is the client's responsibility to have the room and building open at least 30 minutes prior to set up and take down delivery.

If tables for food and beverages cannot be made available at the delivery location, UMC Events Planning & Catering can provide a maximum of two (2) tables at \$9.00 per table, plus a \$25.00 set up charge in addition to the delivery fee. Buildings that do not have elevators will require an additional fee.

POLICIES

UMC Alcohol Catering Policy

UMC Events Planning & Catering strictly enforces all state rules, regulations, and University policies in regards to alcohol service, when alcohol is served, and we are the designated caterer. Our bartending staff is "TIPS" certified and follow all rules and regulations according to the state and liquor laws. Bartenders must be in attendance when alcohol is served at a function catered by UMC catering. All guests wishing to consume alcohol will be required to present a valid photo id. UMC Events Planning and Catering reserves the right to refuse service to anyone who cannot provide a valid photo id or appears to be intoxicated.

You may serve alcoholic beverages at your event in the UMC or on the CU-Boulder campus pending the completion and approval of an Alcohol Request Form- see link- to form. The Alcohol Request form must be submitted 15 days prior to your event. Please submit form electronically using Adobe Reader. Once the form is submitted for approval by the Campus Alcohol Agent you will receive an email confirming the receipt of the form. If you do not receive a confirmation email within 2 business days please resubmit the authorization request via Adobe Reader.

For events outside of the UMC all alcohol must be provided by the customer. The customer must make arrangements to have the alcohol both delivered directly to the venue and removed from the venue at the conclusion of the event.

Substantial foods, which are protein-based, must be served during the time of alcohol service and non-alcoholic drink options must also be offered.

The Event Planner will assist you with determining the type of bar service needed for your event.

Closed Venue Policy

The University Memorial Center is a closed venue to outside food sources and other caterers. All food served in the UMC must be arranged through UMC Events Planning & Catering. As an option, you may choose one of our in-house retail partners, Domino's Pizza, Wok N Roll, Subway, Jamba Juice, or Celestial Seasonings.

Leftover Food Policy

Due to health regulations, and for the safety of our guests, food not consumed may not be taken from catered events. All leftover food remains the property of the UMC Food Service, as per the Colorado Department of Public Health. We do not offer to-go containers.

Sustainability Policy

UMC Food Service is committed to minimizing negative impacts on the environment. We continually research alternative, eco-friendly, socially just products to offer our clientele. Our production and purchasing departments are leaders in sustainability practices. We recycle cans and bottles from all events and compost when appropriate. Talk to your sales associate about how you can host an eco-friendly event

ADDITIONAL INFORMATION

Parking

Parking for the UMC is available in the Euclid AutoPark, located adjacent to the UMC. This facility accommodates 400 vehicles and may be reserved with some restrictions. Meters may also be reserved. Arrangements can be made by contacting dpsevents@colorado.edu.

Other Dining Options

In addition to having your event catered, you may also arrange for your guests to come to the Alferd Packer Grill & Restaurant or Baby Doe's. We offer prepaid meal cards for any amount, based on your budget. Ask your sales associate about seating options in the UMC.

Menu items and pricing are subject to change without notice.

Due to seasonality & vendor ability, certain items may not be available.

BUSINESS HOURS

Events Planning & Catering Office

Monday-Friday 8:00 AM – 5:30 PM (academic calendar)

7:30 AM – 4:30 PM (summer hours)

Office closed weekends

Catering Emergency Phone - 303-591-6349

Scheduling Emergency Phone – 303-492-6161