

## Policies and Procedures:

### Hours of Operation:

The University Catering Office is open Monday through Friday from 8:00 a.m. to 4:30 p.m. University Catering services are available 7 days a week with the exception of official University holidays and severe weather closings. (Events on these days are subject to a 25% service fee).

### Booking Your Event:

For your convenience, events may be booked by phoning our events office at 309-438-5504. If you would like to schedule a meeting, please phone our office to confirm a time. If your event is in the Bone Student Center, please call Event Scheduling at 438-2222 to book your room prior to contacting our office. Our office is located in the Bone Student Center. All University departments must have their General Ledger or Foundation Account number. Payment from campus departments is due in full upon receipt of the invoice.

There is a 10% service fee for campus groups and 18% for non-campus affiliated groups.

### Deposits and Payment:

All Wedding clients must submit 50% of their estimated contract price 2 weeks prior to their event. And all wedding events must be paid in full the day of the event with either a check or credit card. Deposits may be made payable to:

Illinois State University and sent to:

ISU Catering  
Bone Student Center  
100 N. University St.  
Normal, IL 61790

Clients are also welcome to make payments via credit card by phoning our office at (309)438-5504.

### Event Deliveries:

Due to a strict event schedule, events will be delivered up to 15 minutes prior to the scheduled service time. It is the client's responsibility to make sure that the doors are unlocked 1 hour prior to the event when an event is held in a building other than the Bone Student Center.

Clients must arrange for tables for any event held out of the Bone Student Center by calling Facilities at 438-5143. Catering Services does not handle table arrangements.

There is a \$35 delivery fee for events not on the main campus.

## China and Linen:

All events inside the Bone Student Center will include cloths and skirts for their food tables. You must specifically ask for additional cloths and skirts for other tables such as: registration tables, nametag tables, gift tables, etc. Those linen charges will be added to your bill. China can be requested for any event in the Bone Student Center. Events out of the Bone Student Center will be given plasticware unless china is requested. China can be requested at a fee of \$1 per person.

## Weather and Cancellations:

During times of severe or dangerous weather conditions, Campus Dining Services/Catering Services reserves the right to adjust serving times, deliveries, outdoor setups (such as BBQ's) or cancel events should a weather advisory or conditions deem such action is necessary. The safety of our guests and employees is of top priority. Cancellation of your event must be received 72 hours prior to your event or you will be charged for all expenses incurred. Any cancellation the day of the event (not due to weather) will be charged for all expenses.

## Alcohol Beverage Policy

The service of alcoholic beverages at the Bone Student Center is regulated by University policy and is restricted by the laws of the State of Illinois. The policy states "...the use of alcoholic beverages on University premises should be considered a privilege and may be allowed only if consistent with State Laws and University policies and only when it will not interfere with the decorum and academic atmosphere of the campus."

## Alcohol Beverage Procedure

Sponsors of events that include alcoholic beverages must complete a "Request for Alcoholic Beverages" form, which is available from the Bone Student Center Scheduling and Event Services Office. A permit to serve alcoholic beverages will be issued for approved events.

Non-alcoholic alternatives must be available at all events, at which alcohol is served.

A Campus Dining Service bartender must be present to serve alcohol at all events.

We are required by State Law to enforce the legal minimum drinking age requirements.

We reserve the right to refuse service to anyone who appears to be intoxicated or are behaving in an abusive manner.

Reminder:

All final guest counts are due into Catering 3 full business days prior to your event. Example: if your event is at 6pm on Saturday we will need your guarantee no later than 8am Wednesday. No food items may be taken from events.

If your event starts 30 minutes or more past the designated time, an additional labor fee may be assessed and the quality of your food may be affected