

Policies

If you would like to schedule a meeting to discuss your specific requirements, or if you need additional help in menu planning, please contact our sales department at catering@andrew.cmu.edu or 412-268-2129

Regular Business Hours

The prices outlined in this guide pertain to services rendered during our normal hours of operations, Monday-Friday, 7:00 am to 7:00 pm. Our catering office hours are Monday-Friday, 8:30 am to 5:30 pm. Certain services (such as china service, tended bars, chef stations, etc.) or catering services executed outside of our normal hours of operations may require service attendance. Please contact our catering department for more information regarding your specific order.

Guarantees

To ensure your event is a success, we require orders to be placed 72 hours prior to your event date to avoid a 15% rush fee. Your final guest count is needed 48 hours prior to your event date. The final invoice will be based on the guaranteed guest count number provided or the number of guests in attendance at the event, whichever is greater.

Order Placement

To ensure quality selections and product availability, we request that functions be scheduled with as much advance notice as possible- at least three business days in advance. Orders placed within 24 hours of your event may be subject to an additional 15% rush charge. We understand that last-minute requests may occur so please call us to discuss your specific catering needs. We require a minimum of \$50 for deliveries. For orders less than \$50 please speak with a Catering Sales Representative to discuss options for items to be picked up.

Cancellations

All cancellations must be submitted in writing and received by our office at least 5 days prior to the event date. Any event that is not canceled within this period will result in a 50% payment of the total amount of the contract. Events that are canceled within a 24-hour time frame will result in 100% payment of the total amount of the contract plus additional charges for rentals, equipment, and linens.

If a cancellation is received after normal business hours, your request will be processed the next business day; Catering office hours are Monday-Friday, 9:00 am to 5:00 pm. We understand that last-minute cancellations are occasionally unavoidable. Please contact the catering department to discuss re-booking incentives for cancellations due to unforeseen conditions.

Event Locations

Event locations must be reserved prior to the event. Please ensure you have tables ordered. Please ensure that facilities are unlocked to allow for prompt delivery and clean-up. Based on the complexity of your event we may need up to two hours prior to your set-up time and two hours following your scheduled event time for a breakdown.

Delivery and Set-Up

There is a charge of \$75.00 for wait staff to set up and clean up on all orders except for those where catering is not required to be picked up. These orders are charged a fee of \$35.00 for drop off. Orders are typically scheduled to be set up 30 minutes prior to your event unless otherwise noted. Additional fees may be applied for after-hour and off-site deliveries. Events that do not require a server present, as well late night and weekends orders will be picked up the next business day.

Service

Certain events require wait staff to be in attendance for the duration of the event and are billed for a four (4) hour minimum. Please note that all events served on china require wait staff.

Please review the following service staff rates:

Server- \$175.00 per (4) hours

Bartender- \$275.00 per (4) hours

Captain- \$200.00 per (4) hours

Chef- \$200.00 per (4) hours

To ensure the fluidity of your event, appropriate staffing is arranged by the catering department. Our trained sales representatives can offer suggestions based on your specific event. Our general guidelines for staffing are as follows:

Open Bar*- 1 Bartender per 100 guests

Buffets- 1 Wait Staff per 30 guests

Passed Hors d' Oeuvres- 1 Wait Staff per 30 guests

Served Meals- 1 Wait Staff per 10 guests*

*Per University policy

*Additional Wait Staff may be needed for Served Meals with China Service

Equipment

The individual that authorizes a catering order commits to borrowing all equipment provided. The complete return of the borrowed equipment is the responsibility of that authorized individual. If any equipment is lost, broken, or removed from the service site, a replacement cost will be applied. If your event requires special equipment, applicable rental charges will be added to your final invoice.

Standard Linen

As your selected caterer we provide your event with linens for banquet tables for our food and beverage setup. Linens for other tables such as registration and seated tables are an additional fee. Our standard black linen can be provided for \$31.49 per 6-foot banquet table. Linens for seated tables can be rented for \$16.79 for 85 x 85 or \$33.59 for 120".

Specialty Décor, Linens and Set-Up

A large variety of sizes and patterns of specialty linens and other décor items are available to make your event extra special. Samples of linens can be available upon request and are priced based on your selection. China Service is available for an additional charge and includes linen napkins. Please ask a catering sales representative for details.

Payment

In most cases, paying for your order is as simple as providing an oracle string. You may also pay for your order with MasterCard, Visa credit card, or cash. If you are paying with a credit card or cash a 50% deposit is required when the event is booked and the balance is due 24 hours prior to the event. If paying via oracle string, no advance deposit is required.