
LAKESIDE CATERING EVENT PLANNING GUIDE

Choosing Lakeside Catering

From boxed lunches to banquets, boardrooms to our new conference center, Lakeside Catering is UC Merced's campus caterer. As a unit within Auxiliary Enterprises and Fiscal Innovation, we are engaged with our campus community and understand the unique needs of our UC Merced clients. Lakeside Catering provides savings, convenience, quality and experience for all your event needs.

Easy Planning and Easy Paying

We have an experienced planning team waiting to assist you with all your event needs. Using your department's Chart of Accounts (CoA) allows for ease of confirmation and payment. No sales tax and no gratuities are required when you pay with your CoA. Most importantly, your dollars stay on campus to help keep dining and housing costs within reach for all our students.

Committed to Sustainability

We offer compostable and recyclable options for tableware, packaging, platters and boxed lunches.

Quality and Experience

Our Executive Chef Mitch Vanagten is committed to culinary excellence and will work with you and your event planning team to develop custom menus for any special occasion. We source the best local and seasonal products for our recipes.

PLANNING YOUR EVENT

Lakeside Catering welcomes the opportunity to supply the University of California, Merced campus community with delicious menu options for all occasions. Our staff strives to provide all services necessary to accomplish successful events for our valued customers. The following policies and procedures apply to all catering services.

Business Hours: 7 a.m. to 7 p.m.

Events starting before or after these times are subject to additional labor charges.

Saturday and Sunday events are subject to \$500 sales minimums.

Please contact our department at catering@ucmerced.edu for more details.

When starting to plan, please think about:

- Date, time and location
- Number of guests
- Is there a formal guest list? (chancellor, senior leadership, dignitaries, etc.)
- Consider your guest list (children, adults, seniors) and their needs.
- How long is your event, and what type of event are you having?

ADVANCED NOTICE

We recommend placing your catering request as early as possible. Every effort is made to accommodate our clients; however, advanced notice ensures our ability to properly plan for your event. Please utilize the following guidelines:

- All events must be placed and confirmed five business days prior to your event date.
- Special events, events over 100 guests or those requiring customized menus require 10 business days of advance notice, with confirmation of event details and menus.
- If Lakeside Catering can accommodate an event within the five-day requirement, the order is subject to a \$25 or 25% expedited fee, whichever is greater.

MINIMUM ORDERS

Due to the demands of Lakeside Catering, it is necessary to meet the indicated minimum for guaranteed deliveries. Delivered orders that do not meet the minimum requirements are subject to a \$25 or 25% of total order service charge, whichever is greater.

CANCELLATIONS

Any order cancelled within five business days of the event will a cancellation fee.

- Five (5) business days prior to event date - 25% of total Food and Beverage Revenue
- Three (3) business days prior to event date - 50% of total Food and Beverage Revenue
- Two (2) business days prior to event date - 100% of total Food and Beverage Revenue

OUTSIDE VENDORS

No outside food is allowed in an event catered by Lakeside Catering. Lakeside Catering reserves the right to decline an order due to multiple food sources. Lakeside Catering is the exclusive provider of food and beverage for the Conference Center, California, Crescent Arch, Alpine, Blue & Gold meeting rooms along with the private dining rooms in the Pavilion & Yablokoff Wallace dining centers.

GUARANTEES

Clients are required to provide a firm guarantee upon which Lakeside Catering will base the quantity of food and appropriate service staff.

- A guaranteed guest count is required five business days in advance of an event.
- Reduction to the guarantee will not be accepted once the guarantee has been finalized.
- If a final guarantee is not submitted, the original estimate will be used for billing purposes.
- If guest count numbers significantly change on the required guarantee date, there may be additional charges if Lakeside Catering can accommodate the request.
- With less than three days' notice, a 25% surcharge will apply to the additional guests if Lakeside Catering can accommodate the increase.

PAYMENT

Lakeside Catering accepts Chart of Accounts and check payments. Other payment options are credit cards or cash. For credit card or cash payments, payment will need to be processed at the cashier's office located in the administration building.

Chart of Accounts and check payments can be processed when placing your order on CaterTrax. If you need to pay by credit card or cash, please contact our department. Some orders will require a deposit. If your order requires a deposit, you will be contacted by our billing department with information regarding this request.

Inter-campus recharge is available for other UC campuses. Please contact our department for assistance. For check payments, your check will need to be made out to "UC REGENTS" and must be provided by mail prior to your event or hand delivered the day of your event. If you need an invoice in order to get your check issued, one is available in your CaterTrax account or by contacting our department.

EQUIPMENT - TABLES AND CHAIRS

Lakeside Catering does not supply tables or chairs for food service. Clients must supply appropriate tables for food service and guest seating at their site during the time stated on the order.

Lakeside Catering will suggest the appropriate number of tables required for food service. Clients may contract with UC Merced Facilities Management, approved rental companies or provide tables from other spaces within their facilities.

A \$25 long-haul fee will be assessed for any delivery without loading, parking or elevator accessibility. For any large delivery setups, additional delivery assistants may be required as determined by Lakeside Catering at a flat rate of \$15 per assistant with a two-hour minimum.

CUSTOMER MENUS

Lakeside Catering offers a wide variety of options on our website, but if you have something specific in mind, our culinary team can customize a menu for you at your request. Please allow a minimum of two weeks for these requests. Please send your request to catering@ucmerced.edu.

SPECIAL DIETARY RESTRICTIONS

Please let us know when you place an order of all dietary restrictions that your guests may have. We can make accommodations for any restriction, with the appropriate advance notice. If you are unsure about any dietary restrictions, please contact our department with any questions. Our staff is very familiar with all dietary restrictions and how we can make adjustments to our menu offerings to ensure the health and safety of your guests.

ROOM RESERVATION AND DELIVERIES

To book the Elizabeth Wallace Dining Room or the Pavilion private banquet rooms, please send your request to [EMS](#).

When booking other locations on campus, please make sure your location is accessible to catering staff one hour prior to your event start time. For delivery, set up and cleanup of the event. The client is responsible for the safekeeping of all Lakeside Catering small wares and equipment. Any lost or damaged equipment will be charged at replacement value.

SERVICE STAFF FEES

Service staff are available upon request to be present for the entirety of your event. Lakeside Catering reserves the right to require service staff for certain types of events. Servers/stewards are \$15 per hour/per attendant with a two-hour minimum. If you require a chef to be in attendance, please submit this request when you place your order to insure availability. An on-site chef will be charged at \$50 per hour with a two-hour minimum.

CLEAN UP

Please indicate the most accurate times for our team to come back and clean up your event within three hours of your event start time.

All orders placed with Lakeside2Go are the responsibility of the event coordinator to remove all items from the event.

Lakeside Catering does not offer refuse service. Please contact facilities management to place a request for any special refuse service for an event.

ALCOHOL

If you plan to serve alcoholic beverages at an event being held in one of our facilities, please note the following terms and conditions:

- Lakeside Catering is prohibited from purchasing or selling of alcoholic beverages. Clients will work with their sales representative to complete the alcohol permit request, coordinate alcohol delivery and pickup to catering operations in the Pavilion Dining Center. All alcohol not picked up within 48 hours after the event will be properly discarded.
- Lakeside Catering holds the proper licensing and requires that all beverages be dispensed by one of our trained beverage attendants with an approved alcohol permit. All open bottles will be discarded at the end of event. Bar service will only be provided within the designated time on the approved alcohol permit. Lakeside Catering reserves the right to cancel a bar service at full cost if not provided with an approved alcohol permit.
- We require one bar per 50 guests with a two-hour service, which includes bar setup, linens, Glass bar-ware, ice and beverage napkins.
- We will request proper identification from any person of questionable age and refuse alcoholic beverage service to minors or those who cannot provide valid proof that they are of legal drinking age (21 years or older).
- We reserve the right to refuse alcoholic beverage service to any person, who, in Lakeside Catering's judgment appears intoxicated.
- No tips or gratuities are accepted.