

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 the Hospitality Services, a department 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 full accounting unit (FAU) allows for ease of confirmation and payment. No sales tax and no gratuities are required when you pay with your FAU, and most importantly, your dollars stay on campus to help keep dining and housing costs within reach for all our residential students.

Committed to Sustainability

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

Quality and Experience

Our executive chef is committed to culinary excellence and will work with you and your catering sales team to develop custom menus for any special occasion. We source the best local and seasonal products for our recipes.

PLANNING YOUR EVENT

Our experienced sales team welcomes the opportunity to work with you on your event. Please contact our office as soon as possible so that we may alert our team and help start the planning process with you.

Catering deliveries must be placed and confirmed five business days prior to the delivery date.
Full-service events must be placed and confirmed 10 business days prior to the event date.

We will do our best to accommodate last minute requests. Such requests are considered a late add/pop-up event and could be subject to limited menu options and expedited fees.

All special event catering requests with custom menus and/or guest counts of 100+ must be confirmed with your catering representative no later than 15 days prior to your event.

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?

- How would you like to arrange the event space?
- Do you have an agenda that needs to be followed?
- Do you want cocktail service?
- Will you be serving hors d'oeuvres?
- What are your entrée preferences and are there any special diets to consider?
- What is your method of payment?
- Will you need floral arrangements, special linens and/or rentals for your event? Theme décor?
- Trash disposal (large events and outdoor events may require special arrangements)

EVENT SPACE AND FACILITIES

Our sales representatives can assist you with reserving space in the following Hospitality Services-operated facilities:

- Conference center
- Terrace Center: California and Blue & Gold Room
- Summits: Alpine and Crescent Arch Room
- Private dining rooms in the Pavilion Dining Center and Yablokoff Wallace Dining Center
- External event areas on campus

There are many other spaces on campus to rent, and our sales representatives will be happy to assist you with selecting and reserving the space that best fits the needs of your event.

Floral, Rentals and Special Needs

Your sales representative will be happy to assist you with floral arrangements, rentals and other unique needs for your special event.

Trash, Recycling and Composting

Large events and outdoor events may require special arrangements to be made for waste receptacles and proper disposal. You may need to order bins for events in certain buildings. Your sales representative and public events manager will work with you to obtain services from facilities, if needed.

Parking, Public Safety, EH&S and Fire Marshal

Your sales representative and public events manager will work with you to obtain the services of our campus partners. The public events manager will work with you on your large and/or external events to make sure all events are fire marshal approved and have been vetted through all the appropriate campus partners.

MINIMUM ORDER AND DELIVERY

Please refer to the following information to ensure you have all the details to make your event a success. Please contact us at hospitalityservice@ucmerced.edu and our sales team will be happy to assist you.

MONDAY-FRIDAY	MINIMUM AMOUNT	DELIVERY CHARGE
Boxed meals	Eight box lunches	None on campus, \$25 to locations off campus (Downtown Campus Center, Promenade)
Cold food and beverage deliveries	\$50	None on campus, \$25 to locations off campus (DCC, Promenade)
Hot food, attended breakfast or lunch	\$200	Server labor required
Hot food, attended dinner, receptions, cocktail service	\$350	Server labor required, bar charges with cocktail service

SATURDAY AND SUNDAY	MINIMUM AMOUNT	DELIVERY CHARGE
Boxed meals	20 boxed lunches	None on campus, \$25 to off-campus locations
Cold food and beverage deliveries	\$150	None on campus, \$45 to off-campus locations
Hot food, attended breakfast or lunch	\$500	Server labor required
Hot food, attended dinner, receptions, cocktail service	\$500	Server labor required, bar charges with cocktail service

Delivered orders that do not meet the minimum requirements are subject to a \$25 or 25 percent of total order service charge, whichever is greater. If your order does not meet the required minimums, please consider picking up your order from our catering kitchen located in Yablokoff Wallace Dining Center. There is no fee when you pick up the order.

Delivery Information

- Deliveries are available between 7 a.m. and 7 p.m. and are subject to minimums and delivery fees.
- The delivery fee for events before 7 a.m. or after 7 p.m. on weekdays and weekends is \$35.
- Large, complex and/or timed delivery and pickups will incur appropriate service staff fees.
- If your event occurs on a UC holiday, please contact your Hospitality Sales team representative about additional service fees.
- There is no fee for boxed lunch deliveries on campus unless additional items are ordered.
- Lakeside Catering can deliver to most campus locations and UC Merced administrative offices off campus (DCC, Promenade and Castle)

- Deliveries to buildings without elevators will be limited to a location assessable by ramp or ground floor entry. A \$25 long-haul fee will be assessed for any delivery without loading, parking or elevator accessibility.
- Specific times for delivery and pickups (to remove our equipment and small wares) will be scheduled with the client.
- Complimentary white linens will be provided for food and beverage tables for full-service buffets. Additional linens and colors (navy, black, ivory) can be provided at \$8 per linen.
- The client is responsible for the safekeeping of all catering equipment delivered to the site, and charges for any equipment lost or damaged will be assessed except for order pickups and boxed lunch deliveries.

Equipment and Access to Your Event Location

Lakeside Catering does not supply tables or chairs for your event outside of the facilities managed by Hospitality Services. If you are currently working with the Hospitality Services team, they will assist you with sourcing the appropriate number of tables, chairs and back-of-the-house needs for your event. Catering operations may require a separate room depending on the service level of the event.

The event location must be unlocked and available prior to the event start time as shown on the event order. Larger events and meals require additional setup time. Please discuss the details with your sales representative to ensure that enough time is provided.

If we are unable to access the location or the required tables are not in place, service may be delayed, and any additional service costs incurred will be added to the final bill.

CHANGES OR CANCELLATIONS

Final Guarantee of Attendance

A final guarantee of attendance for catering deliveries is required 12 p.m. three business days prior to the delivery. Final guarantees for full-service events are required by 12 p.m. five business days prior to the event.

The guarantee number is not subject to reduction. If a guarantee is not provided by the due date, we will use your final estimate as the guest count guarantee. It is possible that an earlier guest count guarantee will be necessary for groups with more than 100 guests and/or with special menus. Our policy is to bill for the actual attendance or the final guaranteed guest count, whichever is higher.

Lakeside Catering purchases some products from outside vendors. Should a vendor fail to deliver an order in a timely fashion, we may substitute a comparable menu item to meet your needs.

Express Service Request

We understand there are last-minute changes and/or requests to event orders. If we can accommodate your request, a service fee of \$25 may be added. For plated and buffet meals, a service fee of 15 percent based on the increase numbers will be added to your final bill. The estimated cost of the original order will not change. Should these last-minute requests put our staff into overtime, there may be overtime charges assessed.

Cancellations

Cancellations should be communicated to your sales representative as soon as possible. Cancellations submitted less than five days prior to your event date will have the following cancellation charges apply:

- Five business days prior to event date – 25 percent of total food and beverage revenue
- Three business days prior to event date – 50 percent of total food and beverage revenue
- Two business days prior to event date – 100 percent of total food and beverage revenue

Fees and Payment

Food purchased through UC Merced budgets and paid for by your department's full accounting unit (FAU) is not subject to state sales tax.

For individuals and off-campus clients, full payment of the estimated charge is due three business days prior to your event. Payments may be made by credit card through our online payment link or by check made payable to UC Regents. Any additional or remaining charges will be billed following the event, and payment is due within 30 days of invoicing.

Menu prices are subject to change without advance written notice as market prices may fluctuate beyond our control.

SERVICE FOR YOUR EVENT

Service Attendants

Uniformed waitstaff are available for all events at \$18 per hour, per server with a minimum of two hours. Labor fees will accrue for the contracted length of the event plus one additional hour for setup/breakdown time. Delay in the service of meals may result in additional fees. Events with hot food items will require waitstaff. On-site chefs are available for special custom-served events and chef attended hors d'oeuvres stations at \$50 per hour with a minimum of two hours.

Leftover Food and Outside Vendors

In compliance with environmental health and safety and state and local health regulations, perishable food may not be removed from an event. Events of any service choice can only be presented for a maximum of two hours. 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 will not rent linens or equipment to clients for events not using campus catering services.

Allergen Statement

Our catering menus are produced by chefs in our dining facilities that handle many common allergens including dairy, eggs, fish, nuts, shellfish, soy and wheat. When a special request is made, we work carefully to adhere to the request to the extent possible within our operation. Please contact your sales representative with questions or concerns. We would be happy to assist you with your guest's special requirements.

Multiple Entrees

If you have chosen to provide multiple entrees for your served meal, please note that all meals will be charged at the higher price of the choices you select, i.e. beef and vegetarian will be the same price.

Please note that for multiple served entrée events, the clients are responsible for guarantees for each entrée and must provide place cards or a seating chart in advance.

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 YWDC. 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 100 guests with a two-hour service, which includes bar setup, linens, cups, ice and beverage napkins. Glass barware is available for additional rental fees.
- 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 judgement, appears intoxicated.
- No tips or gratuities are accepted.