

UC Merced Hospitality Services Room Reservation and Catering Policies

March 1, 2020

Room Reservation Policies

Room Reservation Confirmation and Payment

Hospitality Services accepts requests for the California Room, Crescent Arch Room and the Blue and Gold Conference Room no more than six months in advance. Meeting room fees apply for these rooms. Please refer to our meeting room rate sheet.

We have three private dining rooms available to reserve with a minimum catering or dining order — Elizabeth's Garden in the Yablokoff-Wallace Dining Center and Pavilion 104 and Pavilion 105. After a room reservation is finalized, we will provide a summary covering event details.

Two weeks prior to the event, we will confirm all details and submit an event order for the client's approval. The billing information for university clients will be requested along with the approver's contact information. University clients using a recharge are invoiced after the event. The event order will be sent to the client for final confirmation on all event details and billing information. Clients not using a university recharge are required to pay the full balance seven business days prior to the event.

Room Cancellations

Please contact Debbie Henderson at dhenderson8@ucmerced.edu as soon as possible if you need to cancel your event. Departments and organizations who fail to cancel in advance on multiple occasions may be in jeopardy of losing their access to reserve the room in the future.

Hospitality Services must be notified in writing 10 business days prior to the meeting date of any meeting room cancellations in order to avoid meeting room cancellation charges. Meeting rooms reservations canceled more than 10 business days prior to your event will not incur a cancellation charge. Reservations cancelled less than 10 business days prior to arrival are subject to the following cancellation charges.

Less than 10 days and five or more days prior to arrival	50% of Meeting Room Rental
Less than five days prior to arrival	100% of Meeting Room Rental

For more information, please contact a member of our Hospitality Services team now:

Debbie Henderson
dhenderson8@ucmerced.edu
209-228-3137

David Castro
dcastro27@ucmerced.edu
209-228-4268

Insurance for Non-UC Merced Events

Non-UC Merced clients must submit a certificate of insurance or a letter of self-insurance to Hospitality Services at least 10 business days prior to an event. The insurance coverage must include:

- The Regents of the University of California specifically named as additionally insured
- Policy dates covering the period of your event
- Minimum coverage as specified in your contract

Room and Audio-Visual Setup

Hospitality Services will discuss your event in detail so a space is set up for your needs. The team will walk through the space with you to avoid unexpected damages, sign out any approved equipment and provide access to the space.

Non-paying events are required to clean up the space and return it to its original setup. This cleanup includes moving all trash to Dumpsters and vacuuming the carpet if appropriate.

Hospitality Services maintains a limited in-house inventory of audio-visual equipment. A/V equipment and support must be ordered at least three business days prior to an event. You may bring your own A/V equipment; however, the equipment is the group's sole responsibility and is subject to daily set-up charges. Clients are encouraged to bring their own adapters since we have a very limited supply. Please note, Hospitality Services is not liable for any theft or malfunctioning of outside A/V equipment.

Event Storage and Materials Handling

If your event requires the storage and handling of materials, please be sure to notify Hospitality Services one month in advance of your event date. Please have pertinent information ready, including delivery and set-up schedule, shipping and receiving needs and quantity of boxes expected to be received by Hospitality Services.

Due to limited storage space, boxes must be delivered no earlier than 72 hours prior to your event date. All received boxes must be sent to the attention of Debbie Henderson, with the event name and event date referenced on each box. There is a \$10 per box handling fee for any boxes received at our facility. The client is responsible for removing all packages and materials from the venue at the close of the event. A clean-up fee may be applicable if items are left behind.

Signage, Displays and Damages

Pre-approved signage is permitted in registration areas and immediately outside function rooms. Any additional locations must be approved in advance by the Hospitality Services. We request all signage, displays and/or exhibit setups are of professional nature and quality and conform to Merced County Fire Code regulations.

In order to safeguard university property, Hospitality Services prohibits the use of nails, staples, push pins and/or tape to adhere any type of signage or displays to walls, furniture or any part of our facilities. In the event these items are used without prior authorization and damage to university property is caused as a result, all repair, clean-up and/or replacement costs will be charged to the client's master bill. Please speak with a Hospitality Services member for the rental of easels to display your signage.

Please note that Hospitality Services is not responsible for the retention or removal of any signs, banners and/or decorations. In addition, we are not liable for the security of clients' audio-visual equipment, whether owned or rented, or any other special equipment used during the event.

Catering Policies

Advance Notice and Catering Confirmation

It is best to provide as much advance notice as possible. We require a minimum notice of five business days for any delivery orders and events requiring attendants. Special events requiring custom menus or having more than 100 guests require a 10-day notice. We will make every effort to accommodate your catering requests.

Once a catering order is placed through the CaterTrax system, the client will receive a confirmation email outlining details of the order. University clients using a recharge account will be automatically billed after the conclusion of the event. Clients not using a university recharge account are required to pay the full balance seven business days prior to their event. Credit card payment is preferable, and we will send you a link to pay online. Checks must be paid directly to the cashier's office and made payable to "UC Regents."

Standard Hours of Operation

Orders and inquiries for catered events may be placed by contacting the catering office at 209-228-3427. If you already have an account on CaterTrax, please submit catering requests using the CaterTrax system.

The Hospitality Services office is open 8 a.m. to 4:30 p.m. Monday through Friday. The office is closed on university holidays.

Lakeside Catering's normal delivery and pickup hours of operation are 7 a.m. to 7 p.m. Monday through Friday. Catering is closed on university holidays. Please contact the catering office at 209-228-3427 for special deliveries and events outside normal hours of operation.

Minimum Orders

Due to the demands on Hospitality Services, it is necessary to meet the indicated minimum for guaranteed deliveries. Delivery status may be changed to "Pick up in main dining." If so, customers will be notified. Delivered orders that do not meet the minimum requirements will be subject to a \$25 or 25% of total order service charge, whichever is greater.

Served events require a minimum of six attendees. Weekend minimums are \$500 worth of food and/or beverage minimum with a two-week advance notice and confirmation.

Cancellations

All catered events and meeting room reservations are subject to the policies, procedures and guidelines set by UC Merced Hospitality Services.

Hospitality Services must be notified in writing of any menu item cancellations in order to avoid cancellation charges. Events cancelled will be subject to the following charges:

Less than five business days prior to the event date — 50% of total Food and Beverage Revenue

Less than three business days prior to event date — 100% of total Food and Beverage Revenue

Guarantee of Attendance

Please note that a final guarantee of attendance is required five business days prior to the event date and/or three business days prior to your delivery date. If a final guarantee is not received within this time period, Hospitality Services will use the guarantee provided in CaterTrax. Please note that this number will be considered a guarantee and not subject to reduction. Any increases to your guarantee are subject to approval based on the stated deadlines above.

Table, Chairs and Room Setup

Table and chair rentals for events not being held in a meeting or dining space within the UC Merced Dining and Housing (California, Crescent Arch, Alpine, Blue & Gold, Elizabeth's Garden, Pavilion Private Dining rooms) are available through UC Merced Facilities along with waste and recycling receptacles for outside events. You may submit a [facilities request here](#). We ask that all tables and chairs be set up prior to the scheduled arrival of our catering staff. Additional charges may be applied if any assistance with setup, such as moving furniture, is required.

To ensure a successful delivery, we ask that you provide building access and/or an unlocked delivery location at least 30 minutes prior to the event start time, as shown on the banquet event order. Adequate loading and parking arrangements must be confirmed prior to delivery. If there is no parking available, clients will be charged an attendant fee to stay with the vehicle.

Please note that Lakeside Catering does not provide tables for deliveries. Clients are asked to arrange for table setup or adequate counter space to be made available 30 minutes prior to the event start time. To be sustainable, table linens are not included with standard delivery orders. For your convenience, we offer rentable linens at a cost of \$5 per standard table cover. China service is not available on deliveries.

We ask that our clients ensure the safeguarding of all Lakeside Catering property and equipment dropped off at the event/delivery site. Any lost, stolen or damaged equipment is subject to additional fees (no more than replacement value) and will be charged to the client's master bill.

In compliance with health code regulations, perishable food items can only be presented for a maximum of four hours. Due to inventory controls, Lakeside Catering's equipment must be picked up within a four-hour period. It is our policy to pick up any equipment on loan within a one-hour window following the event end time, as indicated on the banquet event order.

Please also make note of the following terms and conditions:

Lakeside Catering is not responsible for any clean-up after an event. We will only pick up the equipment on loan.

For any deliveries to outdoor or public areas, please ensure that the client or a department representative be present to receive the delivery and provide supervision prior to and during the event.

A \$25 long-haul fee will be assessed for any delivery without loading, parking or elevator accessibility. For any large delivery set-ups, additional delivery assistants may be required as determined by your Sales Manager at a flat rate of \$15 per assistant.

Outside Food and Beverage

In an effort to maintain the highest standards for quality and to comply with Environmental Health and Safety, state and local health regulations, perishable food may not be removed from an event. Lakeside Catering is the exclusive provider of food and beverage for the California, Crescent Arch, Alpine, Blue & Gold meeting rooms along with the private dining rooms in the Yablokoff-Wallace and Pavilion dining centers.

No outside catering will be permitted in the meeting rooms, but groups may request to bring in their own food. All requests must be approved by the Hospitality Services office and a signed food waiver of liability form must be signed and on file prior to the event. Groups who bring in their own food and beverage must handle their own trash and return the room in the same condition prior to the start of their event.

Alcoholic Beverage Service

If you plan to serve alcoholic beverages at an event, please note the following terms and conditions:

Lakeside Catering holds the proper licensing to serve beer and wine at your event on campus. An alcohol permit is required for any type of alcohol service. Clients must obtain the alcohol permit. You can find All requirements and forms on the [Risk Services](#) website.

Clients must purchase and deliver their beer and/or wine to Lakeside Catering no more than two days prior to their event. Lakeside Catering will receive, store and chill the client's alcohol prior to the event. Bar Service from Lakeside Catering is required along with the permit for all alcohol served on campus or at any UC-sponsored event.

All bars are to be closed at least 30 minutes prior to the end of the event.

Leftover alcohol from your event must be removed from the event and stored by Lakeside Catering. Please make arrangements to pick up your leftover alcohol from the Dining Center within 48 hours of your event. Any alcohol left 48 hours after the event will be properly discarded. All open bottles will be discarded at the end of the event.

We require all beverages be dispensed by one of our trained servers and/or beverage attendants.

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.

We reserve the right to refuse alcoholic beverage service to any person who, in Lakeside Catering's judgment, appears intoxicated.

If you would like a full bar setup, either cash or hosted, we can direct you to an off-campus vendor. Please ask your sales and event manager for details.