



POLICIES & PROCEDURES

ADVANCED NOTICE

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

- Continental breakfasts, coffee, or beverage breaks, and snack services: Confirmation of events and menu required 5 business days prior to the date of the event.
- Hot breakfast, buffet meals, plated meals, and receptions: Confirmation of events and menu required 10 business days prior to the date of the event.
- Special events, events over 100 guests, and events requiring customized menus: Consultations should begin with a minimum of 8 weeks advanced notice, with confirmation of event details and menu required 4 weeks prior to the date of the event.

LATE ORDERS

We welcome clients to contact our office to inquire about late orders. Dependent on our ability to execute the event, there may be menu selection limitations and rush fees from vendors may be applied. See the "Service Fees" section below for fees and more details regarding late orders.

GUARANTEES

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

- A guaranteed guest count is required by 12:00pm, 7 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 actual number served or the original estimate, whichever is greater, will be used for billing purposes.
- If guest count numbers significantly change on the required guarantee date, there may be additional charges if Citrus Grove Catering can accommodate the request.





CANCELLATIONS

Cancellations must be processed by the Citrus Grove Catering sales office during regular business hours Monday through Friday, 8:00am to 5:00pm. Cancellations received via telephone or email after regular business hours will be dated and processed on the next business day. If the sales team has contracted with outside service providers such as rental companies or florists on your behalf, cancellation charges related to their products will be billed in full to the client. See the “Service Fees” section below for fees and more details regarding cancellations.

PRICING & AVAILABILITY

We reserve the right to adjust pricing based on these conditions and will notify our clients of any changes prior to an event. Due to seasonal variances or inability to source some products, menu items may not be available. All menu prices are based on current market conditions and subject to change. Citrus Grove Catering will make substitutions of equal value.





SERVICE REQUEST OPTIONS

- **Pick-Up:** Orders will be packaged in eco-friendly disposable containers with all necessary utensils for service. Available for pick-up in our facility (**Glasgow Residential Dining Hall**). **Fees: NA**
- **Delivery and Setup:** Orders will be packaged in eco-friendly disposable containers with all necessary utensils for service. A Citrus Grove Catering Team Member will deliver and set up your order (**Please note that linens are not included for food & beverage tables**). **Fees: \$30 delivery fee**
- **Setup and Tear Down:** Orders will be delivered and expertly arranged buffet style by Citrus Grove Catering Team Members. Linen for food and beverage tables are provided, eco-friendly paper goods and service utensils will be provided; a team member will retrieve catering equipment after the event is over. Additional staff are recommended for larger events to maintain and replenish buffets, see rates. **Fees: Delivery service staff fees will apply based on the scope of the event.**
- **Full Service:** Our full-service package includes set-up and breakdown of the event, chinaware, glassware, and silverware for up to 20 guests for events hosted on campus. If you were to exceed these quantities, we would then ask the client to rent on their behalf. You may use UCR-approved vendors **JZ Party Charm**, and **Party Plus Rentals**, which are familiar with our campus and can provide a quote. **Events taking place outside of the UCR campus will require clients to rent on their behalf.** Linens for guest tables and napkins are available at an additional charge. Recommended for plated meals, large banquets, and receptions requiring chinaware, glassware, silverware, and tray-passed and stationed hors d'oeuvres. Bar set-up and stewards are available at an additional charge. **Fees: Delivery service staff and steward fees will apply based on the scope of the event.**





****China rental is available through Citrus Grove Catering on a limited basis.** Your sales representative can provide you with more information. Quantities are limited and prices range, depending on event location and meal style.

Delivery and Set-Up, Delivery Set-Up and Tear Down, and Full Service options require that event spaces be open and available to Citrus Grove staff members at the times stated on the contract. If access is not available due to locked rooms and a return trip to the location is necessary, additional fees will be charged to the client.

See the “Service Fees” section below for fees and more details regarding delivery and service options.

EQUIPMENT – TABLES AND CHAIRS

Citrus Grove Catering does not supply tables and chairs for food service. Clients must supply appropriate tables for food service and guest seating at their event site during the time stated on the contract. Our sales representative will suggest the appropriate number of tables required for food service.

LEFTOVER FOOD

*****In compliance with state and local health regulations, perishable food may not be removed from an event*****

ALUMNI & VISITORS CENTER EVENTS

The Alumni & Visitors Center is managed by Hospitality Services and can be booked for events. For events taking place at the Alumni & Visitors Center, the following applies:

- Delivery fees are waived for full breakfasts, buffet lunches and dinners, and plated lunches and dinners.
- Delivery fees are waived for receptions with food and beverage service over \$250.00.
- China service is included (no additional cost) for full breakfasts, buffet lunches and dinners, and plated lunches and dinners.
- China service is included (no additional cost) for receptions with food and beverage service over \$500.00.





ALCOHOLIC BEVERAGES & BAR SERVICES

Alcoholic beverages are permitted at events. Citrus Grove Catering does not hold an alcohol service license and is not permitted to purchase or sell alcoholic beverages. Event hosts are responsible for the following:

- Compliance with Campus Policy 700-60. UCR departments and external clients must obtain a "Permission to Serve" form from UCR Office of Risk Management 20 business days prior to the date of the event and forward an approved and completed copy to Citrus Grove Catering 5 business days prior to the date of the event.
- Purchase and deliver all alcoholic beverages to the event site and remove it from the facility at the conclusion of the event.
- External clients must provide mandatory liability insurance for alcohol service. Your catering sales representative can assist you in completing this requirement.

See the "Service Fees" section below for fees and more details regarding bar services.

LATE CHANGES

- Changes made **3-5 business days** from the event date will apply a \$75.00 per change
- Changes made **1-2 business days** from the event date will apply a \$150.00 per change





SERVICE FEES

DELIVERY

Pick-Up Only	No Fee
Delivery & Set-Up	\$30.00 (<i>Order minimum of \$75.00 to qualify for delivery & set-up</i>)
Delivery Set-Up and Tear Down	Less than 50 guests: \$55.00 50-99 guests: \$75.00 100-249 guests: \$100.00 250-499 guests: \$150.00 500 or more guests: Price will be determined by your sales representative
Mileage	\$6.50 per mile to and from off-campus location

LINEN FEES

Linen Napkin	\$0.75 per napkin
Linen Tablecloth	\$9.50 per linen

BAR FEES

Disposable Bar	\$0.75 per person
Disposable Bar with Champagne Flutes	\$1.50 per person
Glass Bar	\$1.75 per person

STAFF FEES

Service Steward	\$35.00 per steward per hour
Bar Steward	\$35.00 per steward per hour
Culinary Staff	\$45.00 per steward per hour
Cake Cutting for Buffet Service	\$1.00 per person
Cake Cutting for Plated Service	\$1.50 per person

CHINA FEES

China rental is available through Citrus Grove Catering on a limited basis. Your sales representative can provide you with more information. Quantities are limited and prices range, depending on event location and meal style.

Disposable Plastic Upgrade	\$1.25 per person
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ORDER MINIMUMS

Citrus Grove Catering requires order minimums to be met for individual menu selections. Additionally, there are order minimums for catering services on Saturdays and Sundays.

Under the Minimum Noted by Menu Selection	\$50.00
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Late Changes

- Changes made 3-5 business days from the event date will apply a \$75.00 per change
- Changes made 1-2 business days from the event date will apply a \$150.00 per change





Saturday Minimum	\$500.00
Sunday Minimum	Cold Food: \$1,000.00 Hot Food: \$1,500.00

ORDER DEADLINE FEES

Late Order (within 5 business days of event date)	Orders up to \$500.00: \$50.00 Late Order Fee Orders over \$500.00: To be determined by sales representative
Late Guarantee Submission	If deadline is missed, you will be charged according to your original order count or actual number served (whichever is higher). After the deadline, you cannot lower the guest count. If guarantee is provided within 3 business days of the event date, a 25% surcharge will apply to the additional guests.

CANCELLATION FEES

Cancellation 4 Business Days Prior to Event Date	25% of total food and beverage cost
Cancellation 3 Business Days Prior to Event Date	50% of total food and beverage cost
Cancellation 2 Business Days Prior to Event Date	100% of total food and beverage cost

Submit your catering order on our website

Contact us to discuss your catering needs:

Guillermo Montoya, Sales Manager

(951) 827-7080

guillermo.montoya@ucr.edu

