



# POLICIES AND 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 plan your event properly.

Orders must be submitted a minimum of 3 business days prior to your order pickup/delivery time.

In the event that you need an order with less than 3 business days' notice, please call us, and we will do our best to accommodate you.

## ORDER PICK-UP

During the summer of 2020, CRATE operations moved out of the HUB and relocated to Glasgow Residential Restaurant. Due to this, CRATE order pick-up is no longer available at the HUB.

Order pick-up is available at no charge at **Glasgow Residential Restaurant**. Towards the southeast corner of Glasgow, there are two designated parking spots labeled for CRATE pickup. You can park in 1 of the designated spots and follow the instructions you gave in your order confirmation email.

## ORDER DELIVERY

We offer delivery for CRATE orders that meet a minimum of \$75.00 per order.

See the "Service Fees" section below for delivery fees.

## GUARANTEES

Clients are required to provide a firm guarantee of their CRATE order including quantities, and delivery/pick-up details.

- A guaranteed guest count is required by 12:00 pm, 5 business days in advance of an event. Orders received in less than 5 business days in advance of an event will be confirmed upon ordering.
- 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 CRATE can accommodate the request.

# SERVICE FEES

## DELIVERY

<b>Pick-Up Only from Glasgow Residential Restaurant</b> **Must follow pick-up instructions**	No Fee
<b>Delivery Only</b>	Orders of \$75-\$124: \$30.00 Orders of \$125-\$249: \$40.00 Orders of \$250-\$499: \$55.00 Orders of \$500 or more: Price will be determined by your sales representative
<b>Mileage</b>	\$6.50 per mile to and from off-campus location

## ORDER MINIMUMS

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

<b>Order Minimum for Delivery</b>	\$75.00
<b>Saturday Minimum</b>	\$500.00
<b>Sunday Minimum</b>	\$1000.00

## CANCELLATION FEES

<b>Cancellation 3 Business Days Prior to Event Date</b>	50% of total food and beverage cost
<b>Cancellation 2 Business Days or Less Prior to Event Date</b>	100% of food and beverage cost and service fees

## PRICING AND AVAILABILITY

### ADVANCED NOTICE

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 are subject to change. CRATE by Citrus Grove will make substitutions of equal value.

### CANCELLATIONS

Cancellations must be processed by the CRATE 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.



UNIVERSITY OF CALIFORNIA RIVERSIDE

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*Dining Services*

