

ISU CATERING *presents*

# IN ANY EVENT!



*indulge your imagination*

## CATERING ARRANGEMENTS

### MENU

Enclosed you will find various menus to help in planning your next catering affair. In addition to these suggestions, our catering staff would be happy to assist you in customizing a menu to meet your specific financial needs. In order to best serve you, we ask that you give us at least seven (7) days notice on all catering events. We may not be able to honor orders received with less than seven days notice. Chartwells cannot allow any leftover food items to be taken home by our guests due to local health regulations and concern for the safety of our guests.

### ROOM RESERVATIONS

Rooms for the Rendezvous or Pond Student Union may be reserved at 282-2297. Rooms in the Performing Arts Center or Holt Arena may be reserved at 282-3398. Reservations should be made at least seven (7) days prior to your event.

### ATTENDANCE GUARANTEE

Chartwells requires a confirmed number of attendants on all catered events. Your designated representative must give a final attendance count no less than 3 business days prior to the event. Chartwells reserves the right to add an additional service charge to your order for any changes that occur after this time period. Your final invoice will reflect this confirmed number, or the actual count, whichever is higher. There is a 20 person minimum on all buffets and plated meals. There is a \$35.00 charge for any event that does not meet the minimum requirements.

## CONFIRMATION/BILLING

A signed service agreement must be received by the Chartwells Catering office at least five (5) business days prior to the event. Event requests received after this cutoff may be denied. Any questions regarding payment processing should be directed to the Dining Services Office at 208-282-2242. Chartwells requires that for all non-ISU events, we receive a 50% deposit for the full amount two (2) weeks before the event.

## SERVICE FEES

Chartwells does not charge a service fee for any event that takes place on the Idaho State campus. There is a 15% service charge for all events that take place within Pocatello city limits. There is a 22% service charge for events outside of the city limits. Please be aware: There is a \$50.00 minimum order for any event requiring delivery outside of the Pond Student Union.

## LINENS AND CHINA

Linens are included for all tables associated with food service. There may be an additional charge to cover extra tables, such as registration or display tables. Most breakfasts, breaks, and receptions are served with high quality disposable service. Please feel free to discuss the options of china and disposable service for all breaks and receptions with the catering representative.

## CANCELLATION POLICY

Cancellations must be made 72 business hours prior to your event. Any cancellations made after this time period are subject to any charges incurred.

## BEER AND WINE

If your on campus event will include beer or wine, you must have a signed University alcohol agreement. This form may be picked up from the Chartwells Catering office. It must be completed and returned at least 28 days prior to your event. All beverages associated with your bar must be purchased through Chartwells. Beer and wine may not be brought in, and no hard alcohol is allowed on campus.



# FREQUENTLY ASKED QUESTIONS

## May I take leftover food?

Current campus policy and health code regulations do not allow leftover food to be removed from an event. However, there are exceptions to this, and we would be happy to discuss them with you. Please be aware, the cost of any platters or utensils removed from a catering event will be billed for the full replacement cost.

## What if we want more than one choice?

Chartwells is happy to provide multiple entrée options, such as beef and chicken, on served dinners. While we ask that you limit the choices to two options, for an additional fee we can accommodate more options. We are unable to mix lunch and dinner portions. Please be aware, our 20 person minimum applies to both options.

## What if more people show up than I expected?

Don't worry! On any buffet or served meal, Chartwells will setup and prepare for 5% extra, not to exceed an additional 5 people.

## Who provides centerpieces and decorations for our event?

That's up to you. You may to bring your own decorations, or we can provide this service for you. Centerpieces and décor are not included in the price of the food.

## May I bring my own food to our event?

No. All catering on campus must be done through Chartwells. ASISU recognized student groups may be exempt from this policy, but must obtain written permission prior to their event.

## Can you accommodate special diets?

Absolutely! Just let us know and we will take care of vegetarian, vegan, gluten free and almost any other dietary restrictions.