

# CATERING POLICIES

## Price Changes

Prices listed in the catering menu are per serving unless otherwise noted. Catering prices are subject to change without notice. We will not guarantee prices prior to 60 days before your scheduled function.

## Payment and Taxes

Payment is required in full, prior to, or on the day of your scheduled event. If payment is not received the day of your event, a late payment fee of 5% of the total bill may be assessed.

\*We accept UW Departmental funding strings MasterCard, Visa, American Express, checks or cash for payment.

\*For University or state groups, we require requisitions and state purchase orders in advance of your scheduled function.

All catered events will be subject to a 5.5% sales tax where applicable. If you belong to a tax- exempt group, please provide Campus Event Services with a copy of your organization's tax exempt certificate to avoid paying sales tax.

## Additional Fees

**Late Order or Change Fee:** All full service catering menu items submitted to Campus Event Services after (2) weeks (10 business days) prior to your scheduled event will incur a \$25 late order or change fee. Orders from the take-out menu will be exempt from this charge up to 5 working days before the take out order.

**Additional Entrée Fee:** All plated catered lunches and dinners include one entree selection plus one vegetarian entrée and one child's meal (12 and under) alternative at no additional charge. Additional entree selections will be charged a \$1.00 per person plate fee, multiplied by the entire guest count.

**Early Set-up Fee:** There will be a \$50 early set-up fee for any food service starting at or before 7:30 am. This fee is only applied to catered events that are NOT in the Memorial Union or the Red Gym.

**Additional Set-up or Clean-up Fee:** Campus Event Services and Wisconsin Union Catering reserve the right to assess additional set-up and/or clean-up charges for special catered functions.

**Late Start Fees:** Catered meals beginning later than 1/2 hour past the scheduled start time, at no fault of Union Catering, may result in a surcharge of 5% of the total bill. Catering meals beginning later than one hour past the scheduled start time will result in a surcharge of 10% of the total bill charge. Additional service changes will result in an additional 5% (non-cumulative) charge per half hour.



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**Moved Service/ Service in More Than One Location:** Requesting that your event be moved during your service timeframe OR requesting service for the same event in more than one location may merit additional fees. A catering manager will inform you of these fees before your move is completed.

**Split Pricing:** If you would like to order two (2) different buffets for your event, your service will incur an additional flat fee of \$100.00. Additionally, splitting trays or other items below their set structure will result in a \$10.00 fee per split.

**Large Event Special Service Fee:** The Wisconsin Union adds a \$500 special services fee to all wedding receptions and other large member events. This charge covers the increased amounts of labor involved in servicing these events, extra equipment, and earlier room preparation times.

## Cancellations

For any event with a scheduled full service catering, cancellation notice must be received in writing by the Event Services Office at least five (5) business days prior to the event. You may email your cancellation notice to [events@union.wisc.edu](mailto:events@union.wisc.edu). Late cancellations may require the group to pay for the full value of the event.

## Attendance Guarantees and Ordering Deadlines

**Attendance Guarantee:** A final guest count for any catered function must be received no later than 4:30 pm, five (5) business days prior to your event. If your event is on a Saturday, Sunday or Monday, your final attendance guarantee is due on the Monday before your function.

If no guaranteed guest count is received by this deadline, the estimated attendance will be ordered and you will be billed for this amount. Changes (including increases or decreases in final count, food quantities or changes in timing) will be handled on an 'approval-only' basis and may be assessed a fee based on the requested change.

**Menu and Service Planning:** Your menu, serving time, and arrangements for payment and any other special needs should be discussed with the Event Services office at least three (3) weeks prior to your event. Menus received later than two weeks prior to the event will be on an approval-only basis and options may be severely limited.

## Set Up Times/Arrival Times

Our goal is to have your event set and ready 15 minutes prior to the predetermined event start time to allow for your early arrivals.



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## Food Service Times

For food safety and presentation concerns, we allow 2 1/2 hours (continuous) for food service, from the agreed upon food starting time, for any catering event. Certain events may be excluded from this category. On occasion, extra service time may be available for purchase at a rate pre-determined by Wisconsin Union Catering.

## Minimums

Full Service Catering Ordering Minimums: There is a minimum of \$50 dollars for full service catering orders that occur in the Memorial Union, Union South or Red Gym. There is a \$100 minimum for catering deliveries outside of these buildings.

Plated entrees: We are happy to serve groups under 20 people for an additional at fee of \$50.00.

Buffets: We are happy to serve groups under 30 people for an additional at fee of \$100.00 (Please note: our Business Lunch buffets minimum is 20, not 30)

Bar Minimums: Cash bars and/or hosted bars are available on the premise that sales will generate at least \$100.00 per hour per bartender. If this predetermined sales guarantee is not met, the customer will pay the difference between the sales and the guarantee. The number of bartenders scheduled for an event will be determined by the Wisconsin Union. For any off premise bar service, a minimum of two bartenders is required.

## Menu Pricing & Time Frames

The luncheon menu prices and quantities are valid from 11am until 3pm.

## Alcoholic Beverage Service Guidelines

The service of alcoholic beverages is governed by state, federal and local laws as well as the Board of Regents.

The Wisconsin Union, at its discretion, reserves the right to refuse the privilege of alcoholic services to groups. Security of cers may be required at functions where alcoholic beverages are served, and the cost will be charged to the patron or sponsor of the event. Alcoholic bars may be closed early at the discretion of the Wisconsin Union management due to unbecoming behavior. Additionally, the University of Wisconsin requires that non- alcoholic beverages be served whenever alcoholic beverages are present. If you are offering complementary alcoholic beverages to your guests, you are required by the University of Wisconsin to offer non-alcoholic alternatives. These can be purchased through Wisconsin Union Catering on a pay-per-use basis.



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If you are hosting an RSO event, you may be required to have a “beer garden” with your alcohol service. This will be determined at your pre-event meeting.

**Bar Service/Cash Bar Minimums:** Cash bars and hosted bars are available on the premise that sales will generate at least \$100.00 per hour per bartender. If the pre- determined sales guarantee is not met, the customer will pay the difference between the sales and the guarantee. The number of bartenders on an event is determined by the Wisconsin Union. Alcohol service may require security, which will be charged to the client. Please note: a minimum of (2) bartenders will be required for all off- premise bar services.

**Surplus Bar Guarantees:** Excess or surplus bar guarantees created by purchase of alcohol do not constitute currency and may not be applied to other products or services.

## Kosher Service

The Wisconsin Union does not have a Kosher kitchen. However, we are able to offer some Kosher offerings through a local Kosher establishment. Please contact the Catering Director at 608-263-7145 to discuss your event and needs prior to booking a venue to ensure that we can accommodate your request. This must be approved by the Catering Director.

## Decoration Guidelines

Union Catering and the Event Services Office reserve the right to assess additional set-up and/or clean-up charges for special catered functions.

All decorative items must be taken with you immediately following your event.

Rental items such as chairs, equipment, etc. will be handled on a case-by-case basis. Please consult your Event Services meeting planner for details.

## Tablecloths and skirting

Union Catering will cloth and skirt all food service buffet tables at no additional charge. For all plated and buffet services, we will also cloth your dining tables at no additional charge. If you wish to have additional tables clothed and/or skirted and/or your service does not constitute a plated or buffet service, you will incur a charge for each table. Please consult your Event Services meeting planner for details.



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## Floral Arrangements

We are happy to order a floral centerpiece to suit your budget and compliment your catered event. A \$10 handling charge will be added to the dollar amount you request for your arrangement. For example, if you order a \$50 floral arrangement, your final charge will be \$60. Any floral arrangements you have paid for are yours to keep.

Floral arrangements that have been provided to your event on a complimentary basis by Wisconsin Union Catering are the sole property of Wisconsin Union Catering.

## Off-Premise Catering Guidelines

Deliveries off-premise (outside of the Memorial Union or Red Gym) are handled on a "first come, first served" basis based on availability. Requests for off-premise events will be based on availability for the day of your event.

Delivery fees: A delivery fee of \$35 will be assessed to all "on campus" deliveries. A delivery fee of \$75 will be assessed to all "off campus" deliveries. The UW Arboretum is considered "off campus".  
Bar Delivery Fees: A delivery fee of \$100 will be assessed to all beer/wine/soda bar deliveries. A delivery fee of \$200 will be assessed to all liquor/beer/wine/soda bar deliveries.

Off-Premise Catering Minimums: A minimum purchase of \$100 in food and beverages must be ordered in order to qualify for a delivery.

Off-Premise Bartenders: A minimum of two (2) bartenders will be required for all off-premise bar services.

Please note: those requesting off-premise full service catering are required to provide:

- All necessary tables
- Chairs
- Access to running water and electricity
- Food service staging area



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Union Catering does NOT provide any tables or chairs for any off-premise service.

Arrival Times: If your event takes place off- premise, we will arrive as follows:

For a drop-off event (such as a continental breakfast, break, box lunches or cold buffet meal) --- arrival will be no later than 1/2 hour before the predetermined event start time.

Cocktail reception (with or without hors d'oeuvres) or hot buffet meal—arrival will be no later than 1 hour before the event start time.

Full plated meal, events with multiple bar services, or complex events—arrival will be no later than 1.5 hours before the event start time.

## China Delivery

All of our catering services outside of Memorial Union and Union South include high quality disposable serviceware. We would be happy to provide china for a nominal fee.

- Plated meal: \$5.50/person
- Hors d' oeuvres receptions: \$3.00/person
- Buffet meal \$4.00/person

## Contact Campus Event Services

Union South 233

p. 608-262-2511

e. [events@union.wisc.edu](mailto:events@union.wisc.edu)

Mon – Fri

8:00am – 5:00pm

On evenings or weekends, please call Wisconsin Union Catering central kitchen at 608-262-7518



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