

NORTHWESTERN CATERING

Event Policies & Guidelines

Ordering & Terms of Agreement

When booking your function, please have all pertinent information. This includes but is not limited to: specific room or outdoor location, event delivery and pick up time, number of guests and any specialty set or menu notes available. Please arrange for tables and room setup prior to your event.

Northwestern Catering does not make room reservations. All rooms in the University Center are booked through the reservations office at:

Norris Event Planning
norris-events@northwestern.edu
847-491-2333

- All events for fewer than 100 guests should be planned and confirmed with the Catering Office at least five business days prior to the event. Arrangements for events with more than 100 guests should be made at least two weeks prior to the event.
- Served meals are for a minimum of 15 guests. Buffets are for a minimum of 20 guests. If your group is smaller, please contact the Catering Office for availability and pricing.
- Lunch prices are only valid until 3 p.m.

Confirming your order

Orders are confirmed by email or fax with a credit card payment or established billing terms. Changes or cancellations are required 72 hours prior to event time. Cancellations within 24 hours will be charged in full.

Cancellations & Weather Policy

- Cancellations of food services must be made two business days prior to the event.
- Cancellations after this period will result in charges of not less than 50 percent of the total invoice.
- Cancellations made within 24 hours of any function will be billed at 100 percent of the total invoice. In the event of inclement weather, if the University is open, all confirmed events will proceed as scheduled.

Service Charges

- Clients requesting additional linens not associated with a catered meal (e.g. registration tables, etc.) will be charged \$15 per table skirt in black or purple, \$5 per tablecloth in white or black and \$1 per napkin in purple. Rental table linens are floor length and are a separate line item charge. Contact the Catering Sales Team with questions.
- The customer will designate event clear time when booking the event. If staff is prohibited from clearing the event at the designated time, an additional charge may apply.
- The price of your function includes two hours of service. Service for functions exceeding two hours will be billed at an additional cost.
- Refreshment prices include food set-up and clean up only. Any additional service time is charged per hour per wait staff.

Delivery Fee

Orders exceeding \$250 are not subject to delivery fee. All orders not meeting a \$250 minimum are charged a \$25 fee.

Billing & Payment

All payment information is due at the time the catering order is placed. We accept Visa, MasterCard and Chartstrings.

Presentation & Services

Catered Buffet

Our dedicated delivery team will provide all necessities for a stylish and efficient buffet.

- Included: Black or white buffet top linen.
- For buffet-style dinners, wait staff is provided as follows: one wait staff for every 20 guests complimentary. There is an additional service charge of \$55 for every additional hour per wait staff.

Service inside the Norris University Center | These menus include ecofriendly serviceware or china, linens on service tables, setup and cleanup after the event. Additional linens are \$4 each.

Service outside the Norris University Center | These menus include ecofriendly service ware or china service on request at \$2 per guest, linens on service tables, setup and cleanup after the event. Additional linens are \$4 each.

Plated

Whether it's a breakfast, lunch, or dinner, all plated functions include a full, menu-appropriate place setting in our house china pattern.

- Upgraded plated functions may request Northwestern Crest dinner plates.
- One wait staff for every 10 guests complimentary. Request for additional wait staff is charged at \$55 for every additional hour per wait staff for a minimum of three hours.

Bar Service

Bartender fee is included in the per-person cost up to two hours. Requests for additional service staff is charged at \$55 for every additional hour per bartender for a minimum of three hours.

Passed Cocktail Service

One wait staff for every 30-40 guests complimentary. Requests for additional service is charged at \$55 for every additional hour per wait staff for a minimum of three hours.

Coffee Service

These menus are presented buffet style, as listed above.

Service inside Norris University Center | These menus include Freshly Brewed Seattle's Best Fair Trade Coffee and Decaffeinated Coffee, Tazo Herbal and non-Herbal Teas with hot water, eco-friendly service ware or china service, linens on service tables, setup and cleanup after the event. Starbucks and Dunkin Donuts Coffee are available upon request. Please see brand pricing.

Service outside Norris University Center | These menus include eco-friendly service ware or china service, linens on service tables, setup and cleanup after the event. Additional linens are \$4 each. These services are available for groups of 20 or more.

For any questions or concerns, please contact the Northwestern Catering office at
847.467.6114