CITRUS GROVE CATERING
POLICIES AND PROCEDURES

Citrus Grove Catering welcomes the opportunity to supply the University of California, Riverside campus community and external clients with delicious menu options for all occasions. Our staff strives to provide all services necessary to accomplish successful events for our valued customers. The following policies and procedures apply to all catering services.

Business Hours: 7:00 AM to 7:00 PM
*Events beginning before or after these times are subject to additional labor charges.*
*Saturday and Sunday events are subject to sales minimums.*
*Please consult with our sales office for requirements*

Sustainability

Citrus Grove Catering supports the University of California-wide sustainability initiative. We proudly offer ‘green’ products that include packaging and dining service ware options. We encourage our clients to utilize ‘green’ products whenever possible. Unless otherwise noted, all catering deliveries include sustainable service products whenever possible.

Advanced Notice

We recommend placing your catering request as early as possible. Every effort is made to accommodate our clients; however, 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 menus required 5 business days prior to the date of the event.

- **Buffet Lunches or Dinners, Plated Breakfasts, Lunches or Dinners and Receptions**
  Confirmation of events and menus required 10 business days prior to the date of the event.

- **Special Events, Events over 100 guests or those requiring customized menus**
  Consultations should begin with a minimum of 8 weeks advanced notice, with confirmation of event details and menus required 4 weeks before the date of event.
**Late Order Fee**

Dependent on our ability to execute the event, the following charges will apply:

- $50.00 Late Order fee for orders up to $500.00
- $500.00 and over – Late Order fee determined by the Citrus Grove Catering sales representative based on the availability of staff and menu components.
- Rush fees from vendors may apply
- Events booked with less than 5 business days may result in menu selection limitations.

**Pricing and 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.

**Leftover Food**

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

**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 12:00 PM, five (5) 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.
- With less than three (3) days’ notice, a 25% surcharge will apply to the additional guests if Citrus Grove Catering can accommodate the increase.
Payment

- University of California, Riverside departmental clients - a Full Accounting Unit (FAU) is required at the time of booking.
- For external clients, a 50% deposit on food and beverage is required at time of booking.
- Citrus Grove Catering will place a tentative hold on an event request for five (5) business days when the inquiry is placed 30 days or more prior to the day of the event.
- For external clients, 100% of payment is required five (5) business days prior to the day of the event.
- Damage Fees and Incidentals will be charged to payment information on file at the close of event.
- Visa and MasterCard are accepted in payment for catering services.

Sales Tax

- A California State Sales Tax of 7.75% will be charged on all services and rentals where mandated by California state regulation. UCR departmental recharges and student groups are tax exempt for food and beverage costs.

Cancellation Fees

- Cancellations must be processed by the Citrus Grove Catering sales office during regular business hours 8:00 AM to 5:00 PM, Monday through Friday.
- Cancellations received via telephone or e-mail after regular business hours will be dated and processed on the next business day.
- There will be no charge for food and beverage cancelled with 5 business days or more notice.
- There will be a 25% charge for food and beverage cancelled between 3 and 5 business days’ (49 hours) notice.
- There will be a 50% charge for food and beverage cancelled with 2 business days (48 hours or less) notice.
- There will be a 100% charge for food and beverage cancelled with 1 business day (24 hours or less) notice.
- If the Sales Office 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.
Delivery Fees

All delivery charges are waived in the Highlander Union Building (the HUB).

*Delivery fees are based upon the level of service and number of service trips required for an event.*

Pick-up Only - Packaged in sustainable paper goods with service utensils.

- Clients who can pick up their order at HUB, Room 365 incur no fees. We recommend a wheeled cart or an additional person to assist in the pick-up of small orders.

Drop Off: - Packaged with sustainable paper goods and service utensils. No buffet linens are provided. Client is responsible for post-event clean-up.

- Food and beverage order under $250.00 - $25 per order
- Food and beverage order over $250.00 - fee will be determined by the sales team.

Delivery Set-up and Pick-up: A catering order will be delivered and expertly arranged, buffet-style, by the Citrus Grove Catering service team. Buffet linen, sustainable paper goods and service utensils will be provided. A service team member will retrieve catering equipment after the event.

- Food and beverage order under $250.00 $50.00 per order
- Food and beverage order over $250.00 - fee will be determined by the sales team.

Full-Service: Recommended for plated meals, large banquets and receptions requiring china and glassware service, tray-passed and station hors d’oeuvres.

*Some menu items may not be available at all service levels.*

*Please ask your Citrus Grove sales representative for assistance.*

*China and glassware service is available at the following rates for catered events in the Highlander Union Building (The HUB)*

- Continental breakfast, coffee or cold beverage service, buffet lunches, buffet lunches, snacks and receptions - $1.50 per guest
- Plated full breakfasts, lunches and dinners - $2.50 per guest
Alumni & Visitors Center Events:

- Full breakfasts, buffet lunches, buffet dinners, plated lunches, and plated dinners – delivery fees are waived
- Receptions with food and beverage service over $250.00 - delivery fees are waived.
- Continental breakfasts, coffee or cold beverage breaks, snacks and light receptions -$50.00 per order.
- Continental breakfasts, coffee and cold beverage breaks and snack deliveries over $250.00 – will be determined by sales team

  China and glassware service is available at the following rates for catered events at the Alumni & Visitors Center

- Full breakfasts, buffet lunches, buffet dinners, plated lunches and plated dinners – china service included
- Receptions with food and beverage service over $500.00 – china service included
- Continental breakfasts, coffee or cold beverage service, snacks with china service - $1.50 per guest
- Light receptions with china service and food and beverage under $500.00 - $1.50 per guest

China & glassware for catered events in all campus locations other than the HUB and the Alumni & Visitors Center:

- Continental breakfasts, buffet breakfasts, buffet lunches, buffet dinners, coffee or cold beverage service, snacks and receptions - $2.50 per guest
- Seated, served breakfasts, lunches and dinners - $3.50 per guest

  Linen service is available at the following rates for catered events at the Alumni & Visitors Center

- Buffet table linens are included with all set-ups, excluding Pick-up and Drop-Off events
- Full breakfasts, buffet lunches, buffet dinners, plated lunches and plated dinners – guest table linen tablecloths and napkins included
- Continental breakfasts, coffee or cold beverage service and snacks - $5.00 per guest table linen
- Linen tablecloths for reservation or display tables - $5.00 per cloth
Linen service is available at the following rates for Citrus Grove Catering events at campus locations

- Buffet table linens are included with all set-ups, excluding Pick-up and Drop-Off events.
- Linen guest table tablecloths for continental breakfasts, full breakfasts, buffet lunches, buffet dinners, plated lunches, plated dinners, coffee or cold beverages, snacks and receptions - $5.00 per cloth
- Linen napkins - $.75 per napkin
- Linen tablecloths for reservation or display tables - $5.00 per cloth

Events booked with less than 2 weeks’ notice may be subject to additional fees for linen tablecloths and napkins due to vendor-mandated order placement requirements.

Specialty linen, tables, chairs and upgraded service ware can be provided by a UCR preferred rental provider.

Ask your catering sales representative for additional information regarding a resource. A 10% administrative fee, based on rental totals, will be added to your final bill to cover ordering, receiving equipment and ensuring its safe return to the rental company. Citrus Grove Catering is not responsible for services or rentals that were not coordinated by our sales representatives.

Return Trips for Delivery or Pickup

Drop-Off, Delivery-Only and Delivery Set-up and Clean-up 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, a fee of $25.00 will be charged to the client.

Equipment – Tables and Chairs

Citrus Grove Catering does not supply tables or chairs for food service. Clients must supply appropriate tables for food service and guest seating at their site during the time stated on the contract. Our sales representative will suggest the appropriate number of tables required for food service. Clients may contract with UCR Facilities Management, approved rental companies or provide tables from other spaces within their facilities.

Service Staff Fees

- Servers/stewards - $20 per hour per staff member with a two (2) hour minimum.
- Action Station culinary staff for action stations - $30 per hour with a two (2) hour minimum
Alcoholic Beverages and 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 and forward an approved and completed copy to Citrus Grove Catering five (5) business days before your 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.

Bar Set-up Fees

- Full Bar Set-up - includes appropriate glassware for beer or wine, wine openers, ice and a linen table cover - $1.50 per guest
- Disposable Bar Set-up – includes appropriate disposable barware, wine openers, ice and a linen table cover - $.75 per guest
- Bartender Fees (2 hour minimum) - $25 per hour (1 bartender for each 75 guests)
- Wine Stewards - $20.00 per hour

_Citrus Grove Catering does not supply bartenders for events without an accompanying order for food and non-alcoholic beverages._

Mileage Fees

_Deliveries will be made to University Village and UCR Human Resources at the charges listed above._

With special permission, Citrus Grove Catering can provide service to UCR-related events that occur in off-campus facilities.

- Mileage fee - $6.00 per mile, per vehicle.
- Off-campus events may require the rental of additional catering equipment or transport vehicles. The rental costs will be added to the final billing statement.