



# *Catering* by CONCORDIA

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Moorhead MN 56562  
218-299-4271  
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[catering@cord.edu](mailto:catering@cord.edu)

## Policies



## **Planning Your Special Event**

We pride ourselves in being able to meet the needs of our customers. The following tips will help you through the process of organizing your special function.

### **Contact the Catering Office**

At least 2 weeks before the event, contact Catering:

- Call us at 218-299-4271
- Email us at [catering@cord.edu](mailto:catering@cord.edu)
- Contact us through our website at [www.concordiacaters.com](http://www.concordiacaters.com)
- Stop by our office in the Knutson Campus Center

Some arrangements can be made by phone or e-mail; others may require an appointment with the catering or special events manager to help you decide all the details about your event.

Office hours are Monday through Friday, 8am – 5pm (closed on campus holidays). After we meet, you will receive a catering contract sheet via email.

### **Event Confirmation and Customer Count**

Anticipated customer count should be provided during the first meeting with catering staff. Final customer count and event confirmations are required by noon four (4) business days before the event. The event confirmation includes the times of service, location, menu and room setup. You will be billed for the confirmed guest number or the actual number of guests, whichever is higher. If the confirmed number of guests is increased less than four days before the event, there will be a \$25 fee per change. If the event is cancelled, you are responsible for contacting the Catering Department and cancelling the event.

### **Payment**

All events must have a secured payment before they occur. MasterCard, Visa, cash, check or departmental Banner account numbers are all accepted. Non-campus related groups are required to make a deposit of 25 percent at the time the event is booked, 50 percent thirty (30) days prior to the event and the balance due on the day of the event. Campus events are not taxable; all off-campus groups are subject to Minnesota state sales tax. Off-campus groups with tax-exempt status must provide a copy of its tax-exempt certificate and number at the time the event is planned.



### **Delivery and Additional Fees**

There is no delivery fee for catering services held on campus (excluding Grant Center and Riverside) with a \$25 minimum purchase. There are additional fees for events using china in non-dining facilities. The delivery fee for off-campus events is 10 percent (minimum \$30) of the total bill.

### **Service Charge**

A 15 percent service charge is applied to all orders. The service charge is waived for on campus departments.

### **Use of Catering Equipment**

All equipment provided for a drop-off or pick-up catering event must be returned in the condition it was delivered. Missing or damaged equipment will be added to the final bill at replacement costs.

### **Floral Arrangements**

We can create floral arrangements for your event. Please inquire about this service when booking your event.

### **Linens and Skirting**

We provide linens and skirting for food and beverage tables at no charge. If linen is desired for other tables, there is a \$5.00 fee for each tablecloth and \$10.00 for skirting. Tables must be 3/4 inch in thickness or less to be skirted.

### **Food Safety**

Due to food safety considerations, Catering by Concordia does not permit excess food items to be removed from the event site. Food safety of pick-up orders is the customer's responsibility once food leaves Dining Services facilities.

### **Food Allergy Disclaimer**

Catering by Concordia makes every attempt to identify ingredients for guests with food sensitivities or special dietary needs; however, there is always a risk of cross contamination or changes to prepared products. Catering by Concordia cannot assume liability for adverse reactions to foods served or equipment used at events. Customers with food sensitivities or special dietary needs are encouraged to contact Catering by Concordia (218-299-4271) for additional information. Special diet requests should be specified at time of order.

### **Late Start Fees**

Delays of 30 minutes past the scheduled serving time affects food quality and staffing costs. Any delays over 30 minutes due to factors outside of Catering by Concordia's control may result in a surcharge of 5 percent of the final bill. Delays of one hour past the scheduled serving time will result in a surcharge of 10 percent of the final bill.

### **Location Changes/Multiple Locations**

Additional fees will be incurred if the event is moved to another location on the day of the event or if service is requested at multiple locations.

