

booking policies

Room Reservations in the Bernhard Center

Please call (269) 387-4860 if you would like to hold your event at the Bernhard Center. Details concerning your contact information, type of event, event date and time, estimated number of guests, and basic room set up will be discussed at this time. A "Room Agreement" contract will be provided for your approval and signature, which will reserve your space in the Bernhard Center, blocked for the times requested based on availability. Room charges may apply.

Once the initial basic event information is completed via phone, a catering salesperson will contact you regarding food and beverage requirements. More complex events will require a "face to face" meeting with a catering salesperson to coordinate service style, menu, linens, A/V needs, detailed timing, etc.

Catering Contract

Upon completion of the major event details, a "Catering Event Contract" will be provided for your approval and signature. It is *imperative* this contract is reviewed thoroughly to ensure correctness. It will list all arrangements, timing, menu and estimated charges. Until the contract is signed and returned, WMU Catering is under no obligation to provide services. Once this contract is signed and returned, your event will be designated a "Definite Contract" and subsequent changes will be subject to WMU Catering Policies.

Off-premises Catering

Clients may request the services of WMU Catering outside of the Bernhard Center. These requests are considered on a first come, first served basis and WMU Catering reserves the right to decline business outside of the Bernhard Center.

It is the responsibility of the client to contact the event location's Building Director prior to the event to ensure the site/room reservation. We recommend a minimum of three weeks. Often the timing for the event is not within the standard hours of operation for the building. Therefore, it is also the responsibility of the client to ensure that we will have timely access to the building and the room location within.

Additionally, it is the client's responsibility to provide all necessary tables and chairs through an outside source. WMU Catering can provide the equipment rental services for an additional fee. Site must provide access to running water, electricity, and a food staging/service area deemed acceptable per State and Federal Food Safety/Building Occupancy Codes.

If you wish your event to include alcohol service, please refer to Western Michigan University's Alcohol Policy for specific regulations located on the last page.

Styles of Service

WMU Catering offers many styles of service from *drop off* to *full service* with china. Our menu offers choices to fit any budget. Rather than begin the event planning process with a preconceived idea for the service style of your event, let our experienced sales staff recommend the best possible style for your budget.

Full service with Linen and China

- The *full service* style event is defined as one in which our staff prepares for the event, maintains service throughout the event and provides clean-up after the event. *Full service* catering is available in the Bernhard Center, on campus and in the community. The minimum order for *full service* events is \$250 or a \$75 labor charge will apply, plus a service charge of 20%.
- Events held in the Bernhard Center includes white linen table covers, white linen napkins, as well as china, stainless silverware and glassware.
- Events not held in the Bernhard Center are subject to an *off-site china* fee. Paper/plastic service ware is an option available for off-site buffets. Plated off-site events, however, must use *off-site china*. Additionally, *off-site full service* events scheduled for more than two hours are subject to an additional flat rate per hour service charge.

Drop-off Service

- WMU Catering offers an informal option for dining that maintains our excellent standards for food quality and value. Most of our menu items are available as *drop off*, served with recyclable service ware, fiber plates and paper napkins. A minimum order of \$100 is required for drop off service. Off campus events may be subject to a set up/drop off fee.

Pick-up Service

- We welcome pick-up orders! There will be **no** service charges assessed for *pick-up* from the WMU Catering office in the Bernhard Center (room 150) from 8 a.m. to 5 p.m., Monday through Friday.

Seating

Standard banquet seating in the Bernhard Center is round tables with eight chairs. Special requests for less than eight may be made but nine guests per table is not advised for guest comfort and safety.

Linens

White tablecloths and napkins are provided for all *full service* meal functions. It is standard policy to cloth all seating tables and cloth and skirt all food and beverage service tables. Tablecloths may be rented for any non-food event in the Bernhard Center or elsewhere on campus for non-food and non-full service events (breaks, meetings, etc.). Standard sizes available include 52"x 120", 8 foot banquet table, 81" x 81", and 5 to 6 foot rounds. Colored linens of varying sizes and shapes are available for rental as well, but must be ordered two weeks prior to your event. Please contact a WMU Catering salesperson for current pricing and information.

**Minimum order of \$250 required for full service off-site. Pricing does not include 20% service charge for full service events or 6% sales tax (if applicable). Deliveries off campus may be subject to a set up/drop off fee.*

Guaranteed Final Count

We appreciate any estimate you can provide ten days prior to your event for food procurement and staffing purposes. A final count guaranteed number of guests is required five working days prior to your event.

Substantial increases in the guest count/final count within five days of the event may necessitate WMU Catering to alter the menu based on product availability.

Note: All food orders placed, finalized or changed within 72 hours of the event may be subject to a billing rate of 1.5 times the originally quoted or menu price. Final billing on per person events will be based on the actual number of guests in attendance or the Final Count whichever is greater.

Special Dietary Requests

WMU Catering will provide alternate menu choices for those guests who have special dietary needs. However, we must receive those requests seven days prior to the event. It is prudent that the event organizer solicit those requests well in advance to ensure guest satisfaction and avoid a potential medical emergency.

Deposit and Payment

Deposits vary per event and client type. Please refer to your individual contract for specific details. Final payment for your event is to be made seven days prior to the date of your event, unless your organization has prearranged and has been approved for direct billing, or is using a Fund and Cost Center number for campus groups. For direct bill accounts, payment must be made within 30 days of invoice receipt or a finance charge will be applied. Please call the Bernhard Center office with billing questions, 387-4860. All prices are subject to applicable service charges and Michigan sales tax. Tax exempt organizations must provide a copy of the State Exemption Certificate.

Price Changes

Due to fluctuations in market prices, WMU Catering reserves the right to adjust prices accordingly.

Room Rental

Room rental is free in the Bernhard Center for all catered events that have a minimum food and beverage order of \$13.50 per person or more.

Property Liability

Any decorations provided by the client need to be coordinated with the Bernhard Center Building Coordinator. Glitter and confetti are not allowed in the Bernhard Center. Masking tape, scotch tape, nails, tacks, etc. are **not** to be used on any painted or veneer surface. Please ask for our assistance in hanging banners, posters, etc. If the rules are violated by guests, members or outside groups contracted by the client, the client is responsible for any damage to the premises or equipment. Damage charges will be assessed and charged to the client and/or group to cover the necessary repairs.

The Bernhard Center and WMU Catering assume no responsibility for damage and/or loss to any merchandise and/or personal items left behind. This applies to the set-up time (prior to the event), during the event and after its conclusion.

Cancellations/Weather

Event cancellations on the part of the client must be made no later than 14 working days prior to the event to avoid service/room charges, food preparation and/or labor charges.

WMU Catering and the Bernhard Center are considered "Essential Services" of the University and the Bernhard Center will remain open regardless of weather related cancellations that affect other departments and/or buildings. Extreme weather conditions, however, may result in building closures where your *off-site* event is planned. Our office will contact you with a cancellation deadline time. Additionally, we would appreciate notification as soon as possible if your group cancels their event, and if it will be rescheduled.

Food Safety Regulations

In compliance with Federal and State food safety regulations, all leftover food from WMU Catering events remains the property of WMU Catering and **may not** leave the premises of the event. Additionally, food prepared outside of the Bernhard Center/WMU Catering/Dining Services kitchen is prohibited.



Alcohol Policy

Legal Use

The service of alcoholic beverages is governed by state, federal and local laws, as well as the WMU Board of Trustees. WMU Catering is required by University policy to control and handle all aspects of alcohol service.

Restrictions

Student groups and Registered Student Organizations are prohibited by University policies from hosting events that include alcohol. Western Michigan University, at our discretion, reserves the right to refuse the privilege of alcoholic service to groups. Individual guests may not bring in their own alcoholic beverages to any event catered by Western Michigan University.

If beverages are brought into the event site, the host of the event will be notified. Beverages will be confiscated by WMU Catering personnel. No alcoholic beverages provided by WMU Catering may be removed from the event site. University policy does not permit the serving of alcohol to University departments on campus until 5 p.m., Monday through Friday. During working hours, the campus shall remain alcohol-free unless approved by the WMU Office of Business and Finance.

Facilities

The Bernhard Center, Gilmore Theatre and Miller Auditorium are licensed facilities, therefore all alcoholic beverages in these facilities must be purchased and served through WMU Catering. It is the responsibility of the client to obtain written permission from the WMU Office of Business and Finance to include alcohol service for catered events held on campus in any other building or location. For locations other than the Bernhard Center, Gilmore Theatre and Miller Auditorium, WMU Catering is required to serve alcoholic beverages provided by the client. Applicable corkage fees will apply.

Responsibility

WMU Catering does not serve pitchers of alcoholic beverages, "shots," "shooters," or "double" cocktails. WMU Catering bartenders are trained in alcohol awareness and safety procedures. Alcoholic bars may be closed early at the discretion of WMU Catering management. The host of the event will be notified of intoxicated attendees for appropriate action to be taken.



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