



# SUITES CATERING POLICIES

## HOW IT WORKS

Suite orders will include all necessary disposable plates, utensils, napkins, and condiments in quantities consistent with your order. We also supply all food and beverage equipment needed to ensure food is served properly. Suite Attendants are responsible for setting up, serving, and breaking down your food and beverages. They will also place any day of orders you will need.

## PAR PREFERENCES

We recommend suite holders establish a standard par beverage inventory levels with their suite attendant. We do not have a minimum and can be altered at any time.

## ADVANCED ORDERING

Advanced ordering provides the opportunity to order from a full menu that features more variety than our standard event day menu. Additionally, by placing orders in advance, our staff has more opportunity to accommodate any special and custom requests.

All advanced orders must be placed by Monday at 2:00pm prior to game day. Orders submitted after the deadline will have the option of ordering from our limited event day menu.

All advance orders will be delivered to the suite and ready for service at gate time.

## EVENT DAY ORDERS

We offer a limited Event Day Menu that includes food, beer, wine, spirits, and nonalcoholic beverages. All Event Day food orders must be placed by half time through your suite attendant. All Event Day beverage orders need to be placed by the beginning of third quarter through your suite attendant.

## HOW TO ORDER

### By Email

Email your order and payment form to:  
Cougar Eats Co.

Catering e-mail:  
[cougareatscatering@uh.edu](mailto:cougareatscatering@uh.edu)

### By Phone

Phone number: (713) 743-9122  
Contact availability: Monday – Friday, 9am  
– 4pm

### Online

[dineoncampus.com/uh/cougar-eats-co-catering](http://dineoncampus.com/uh/cougar-eats-co-catering)  
Please call (713) 743-9122 to obtain a system username and password

## METHODS OF PAYMENT

### • Credit card

A credit card is required upon placing the order. Advanced orders will be charged 24 hours prior to the event. Event day orders will be charged at the end of third quarter. Gratuity can be added anytime.

### • University of Houston Voucher System

University of Houston departments can use the voucher payment method for all orders. A voucher payment must be processed within 30 days of your event.

Any approved direct billing will be assessed a 5% late charge if the invoice is not paid within 30 days of the event and an additional 5% late charge will be added for each additional 30 days the bill is unpaid. Full payment is required before the events, except for those hosted by a University of Houston department.

## SERVICE FEE

A 20% service fee will be charged for all event orders. This will cover the setup and take down costs associated with a staffed event (4 hours). Additional labor fees of \$36.00 per hour, per attendant will be applied for a staffed event past the four-hour mark.

## CANCELLATION POLICY

A 50% charge will be assessed if a cancellation is made within 3 days of the event. If cancellation is made less than 24 hours before the event, the client is responsible for the full amount.

## SERVICE OF ALCOHOLIC BEVERAGES

Texas Alcoholic Beverage Commission (TABC) regulations prohibit any alcoholic beverages from being brought into or removed from the stadium. Chartwells reserves the right to refuse service of alcohol to anyone at any time including anyone who produce a valid ID or anyone who appears to be intoxicated. No refunds will be given for any unused beverages.