



POLICIES

Contact Us

Monday - Friday • 9am - 4pm • (713) 743-9122 • CougarEatsCatering@uh.edu

Online Ordering

The online ordering tool Spoonfed accepts orders up to 72 hours or 3 days in advance. Customized service and menus will require 7-10 business days for creation and pricing.

Policies & Procedures

To ensure the optimal selection and the best possible service, we kindly ask that events are booked at least seven business days in advance. We understand events arise unexpectedly, and we will do our best to accommodate your needs. If an order is placed less than 72 hours in advance, a \$15 late charge will automatically be added to your invoice.

Order Minimums

If an order does not meet the minimum guest count or minimum quantity count, an additional charge of \$25.00 will be applied. Please refer to the Catering Guide for minimum orders on menu items.

Center Pieces & Gift Baskets

To provide additional assistance for our guests, we are adding options to order center pieces and gift baskets on our website. We will have an option of 3 pre-made centerpieces to choose from, at an additional cost. We will also provide options for 3 pre-made gift baskets to choose from, at an additional cost. Orders must be placed 7-10 days before event date.

Final Guarantees/Confirmation

We kindly request a confirmed number of guests or any changes to your order to be specified 3 business days before the event. This number is considered the guaranteed guest count. The final guest count cannot be reduced within the 72-hour timeframe before the event. Guest count can be increased. The price and menu may vary for the increased numbers, as these are based on product availability. If your catered event is less than \$1200, a confirmation approval is required through Spoonfed. When the event totals over \$1200, we kindly require a signed Banquet Event Order (BEO) to confirm your catered event.

Cancellation Policy

Cancellations must be made five business days before the contracted event date. Cancellations must be made in writing, three business days before your event. A 50% charge will be assessed if a cancellation is made within 48 hours of the event. If cancellation is made less than 24 hours before the event, the client is responsible for the full amount.

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.

Catering estimates 1 server/attendant to 40 guests for a buffet event. Any additional personnel requested by the client to be at the event will be charged according to the following scale:

- Chef Attendant: \$50.00 per hour 2 hrs. minimum
- Server: \$36.00 per hour 2 hrs. minimum
- Bartender FOH: \$40.00 per hour 2 hrs. minimum

Pick Up Orders

For pickup orders from the catering kitchen, no service charge fee will be charged.

Service Ware and China

All disposable service ware will be furnished as an accompaniment to all items purchased. We provide high-quality disposable paperware or eco-friendly products. There is an additional cost to service ware that is requested and not our standard. China is available upon request, and the order to be placed 5-7 days in advance. China fees are applicable and include flatware, salad/entrée/dessert plate, and beverage glass. A fee will apply for the special request.



POLICIES

Linen

Tablecloths are supplied for all food and beverage service tables at events. Tablecloths for non-food tables are available (size 86*152, not floor length) for an additional \$6.99

Billing

A credit card is required for all catering orders (external guests). Order will automatically be charged the next business day, following your event. 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.

Tax-Exempt

We request tax-exempt forms be emailed to catering@uh.edu five business days before the event.

Special Diets & Dietary Restrictions

Special diets are accommodated upon request, we kindly request that your needs be submitted as soon as possible.

Alcohol Service

All alcohol services must be provided by the University of Houston – Dining Services & Fresh Fork Catering, the holder of the liquor license. The reserving party must complete a Registration of Alcoholic Beverage Distribution Form through the Dean of Students Office for review and approval when University of Houston students are expected or anticipated to attend the function. We do not provide alcohol for events that are serviced by outside caterers.

Forms are available from Student Centers Conference and Reservation Services or via the University of Houston website, under the Dean of Students Office link: <http://www.uh.edu/dos>

TABC requires the form be completed a minimum of 15 business days before the event in which you are requesting alcoholic beverages to be sold. If the event is outside Student Center South, we require notification within 20 business days of your event to receive the necessary permit in time to avoid expedited processing fees. Submissions of a Temporary Event Authorization request are subject to the following late filing fees (paid to TABC) if submitted less than 10 business days before the start date of the event:

- \$300 for applications received nine to seven business days before the event
- \$500 for applications received six to four business days before the event
- \$900 for applications received three to one business day before the event

Client is required to provide a credit card for the TABC application to gain the permit. All Alcoholic beverages sold will be served by a TABC certified bartender. The bartender must refuse service to anyone underage and must ask for proof of age for anyone under 30. The bartender is required to refuse service to persons who are not conducting themselves in an orderly manner or appear to be intoxicated. University of Houston Dining Services and Fresh Fork Catering reserve the right to refuse alcohol service to any individual for any reason, and to shut down and remove the bar at any time if we deem necessary.

Safety

For the health and safety of our guests, it is our strict policy that all food must remain with the catering department at the end of the event for proper disposal. Unless specifically ordered and contracted as carry-out items, no food or related products may be removed from the service area, except by authorized representatives of the catering team. The Catering team cannot provide containers for packaging leftover food. Our policy prohibits us from allowing guests to remove any remaining food or beverages. If food is removed from an event, the catering department isn't responsible or liable for the quality or safety of these items.