Policies and Procedures

Hours
DH Catering is available anytime. Additional fees may apply for evening or weekend events, based on availability.

Office Hours
DH Catering office is open Monday through Friday, 8:30am-4:30pm. The telephone number is 310/243.3814.

Facility Reservations
Please call Facilities Scheduling at 310/243.2231 or the Loker Student Union at 310/243.3854 to reserve space on campus.

Catering Reservations
Contact DH Catering at 310/243.3814 upon reserving campus space for your event. Email requests can be made by sending to dhcatering@csudh.edu, although these requests must be confirmed by our office. Most requests will be processed within 24 hours. If you do not receive an invoice within that time, please contact our office to ensure receipt of catering request. Please book as early as possible, as there is a late fee for any order booked less than 5 business days in advance.

Confirmation of Catering Order
Once you receive your invoice, check to make sure all information is correct. A signature and account information (see page 4, “Payments”) are required on the invoice as confirmation at least 3 business days in advance. If the required paperwork is not submitted on time, your catering order will be cancelled.

Placing Late Orders
Events booked 4 business days in advance are subject to a minimum late fee of $20.00 or 15% of the subtotal, whichever is greater.

Events booked 3 business days or less in advance are subject to a minimum late fee of $50.00 or 20% of the subtotal, whichever is greater.

Late bookings are subject to availability.

Contract Times
Event set-up and clean-up times provided on your invoice are considered final and accurate once you sign the invoice. Events with unscheduled trips will incur an additional service level fee.

Minimum Order
There is a minimum charge of $25.00 for all catered food or refreshment services. This is in addition to any service level fees or other charges accessed.

Minimum Requirements
Many menu items have a minimum quantity requirement. Events that do not meet this requirement are subject to an additional fee of $2.00 per person.
# Policies and Procedures

**Guaranteed Attendance**

Your catering event is a business agreement. DH Catering agrees to serve your guests and do everything possible to ensure your event is successful. In turn, you agree to guarantee the number of guests to be served. A guaranteed attendance for all catered events must be submitted no later than 3 business days prior to the event date. This number will be considered a guarantee, not subject to reduction.

**Cancellations**

All cancellations must be made at least 5 business days prior to the event. If the cancellation is made 1-4 days in advance, you will be billed 50% of the total amount on the invoice. If the cancellation is made the day of the event, the full amount will be billed.

**Off Campus Catering or Non-CSUDH Related Events**

As a service to the surrounding community, DH Catering offers catering services to your home, park or business. Additional charges for delivery/mileage, equipment and service charges apply to all events catered off campus. Catering is available at the same menu price for “Off Campus Pick-Up”. Events held on the CSU Dominguez Hills campus and are not a campus department, will incur a 17% Service Charge, in addition to the above charges and fees. A 50% deposit or valid credit card on file is required to secure these types of events.

**Tables and Chairs**

Please coordinate table and chair requirements with the facility when reserving your space. DH Catering does not supply any tables or chairs. If the event is not in the Loker Student Union, call Physical Plant department at 310/243-3804 to arrange tables and chairs. DH Catering can assist with the rental of canopies, umbrellas, tents, stages and lighting if necessary.

**Linens and Tableware**

DH Catering includes linens for food and beverage tables only. Food and beverage services include high quality paper and plasticware for all buffets. It is encouraged that banquet tables for the Loker Student Union are covered with tablecloths. We can provide linens for $6.00 each, in our standard color, white. You can provide your own tablecloths, if preferred. Linens, napkins, skirting, china, glassware and flatware are available for an additional charge.

**Event Décor**

DH Catering can provide event décor, including floral arrangements, balloons, additional and/or specialty linens, ice sculptures and props for an additional charge. Please contact the Catering Coordinator for details.

**Equipment and Supplies**

DH Catering does not loan equipment. Equipment may not be removed from any catered event. All catered events come complete with necessary supplies and equipment. Event contact is responsible for any missing equipment.

*Telephone 310/243-3814* *Fax 310/516-4197* *dhcatering@csudh.edu*
Policies and Procedures

Alcohol Policy
DH Catering holds a beer and wine license ONLY. The service of beer and wine at a campus function must be administered by DH Catering and comply with all University Alcohol Policies and the Office of Student Life.

Corkage Fee
If you wish to provide your own wine at a catered event, there is a $5.00 per bottle corksage fee. In addition, the service of wine at a campus function must be administered by DH Catering. The use of a bartender is $72.00 (based on a 4 hour minimum).

Staff
Event staff is available for an additional charge. Please call the Catering Coordinator for pricing.

Unused Food
To make sure your event is successful, it is essential that you give an accurate guest count. Credit for unused portions will not be given. In adherence to local Health Department regulations, it is our strict policy that there will be no credit given or take out of perishable items not consumed at your event allowed. Any food removed from the location of the event without the permission of DH Catering becomes the responsibility of the event holder. Once removed from the event, DH Catering possesses no responsibility or liability for the quality or safety of these items.

To-go containers are available for purchase prior to your event. Please contact the Catering Coordinator for more information.

Missing Equipment
You are responsible for the safekeeping of all catering equipment dropped off at the event. Any lost or damaged equipment will result in additional charges. Additional charges may also result if equipment is not available at the designated pick-up time.

Pricing and Availability
All prices are subject to change. Due to seasonality, certain items may not be available.

*Telephone 310/243.3814* Fax 310/516.4197 * dhcatering@csudh.edu
Payments for CSUDH Related Events

Catered events may be billed to either a private party or to a departmental budget code. The method of payment will be established with DH Catering at the time of the request, in compliance with CSUDH Foundation guidelines for events.

**Foundation Accounts** require the following to secure the event: an authorized signature and the account number on the invoice.

**Foundation Grant Accounts** require the following to secure the event: an authorized signature and the account number on the invoice, and a copy of the agenda. Once the event has taken place, a copy of the sign-in sheet is required to process the invoice.

**Departmental Budget Codes** require the following to secure the event: an authorized signature on the invoice, a copy of the approved requisition and Executive Order 761: Justification of Hospitality Expenditures.*

* www.csudh.edu/admfin/PCLSS/JustHospExpend.doc

If you are not billing your event to a departmental budget code or Foundation account, the full balance is due at least 3 business days prior to the event. Acceptable forms of payment include cash, Visa, Mastercard or cashier’s check. Personal checks cannot be accepted.

Payments for Off Campus or Non CSUDH Related Events

A 50% deposit or valid credit card on file is required for any off campus or non CSUDH related event. The remaining balance is due 10 business days in advance. Acceptable forms of payment include: cash, Visa, Mastercard or cashier’s check. Personal checks cannot be accepted.

Any order placed less than 10 business days in advance requires a valid credit card on file. Payment form and payment due date will be determined at the time of placing the order. If payment is not collected by the due date, the credit card on file will be charged.

Outstanding Accounts

A 10% late fee or penalty fee will be assessed to all outstanding accounts of 30 days or more. Any department that is delinquent in payments will not be privileged to use DH Catering for future events until accounts have been cleared.

Policy Changes

DH Catering Polices are subject to change without notice, but will NOT affect existing confirmed bookings. Always refer to posted DH Catering Polcies before placing your order.

*Telephone 310/243.3814* Fax 310/516.4197 * dhcatering@csudh.edu
Choose a Level of Service

**Level One**
**Pick Up Service**
You or your associates come to our facilities on campus, and pick up your order. All food and beverages are in disposable containers, accompanied by disposable plates, cups, utensils, etc. Only select menu items are available for pick-up.

There is no charge for Level One. It’s free.

**Level Two**
**Drop Off Service**
Our catering staff delivers your order, but does not return at the end of the event. All food and beverages are in disposable containers, accompanied by disposable plates, cups, utensil, etc. Only select menu items are available for drop-off.

$20.00

**Level Three**
**Set Up Service**
Our catering staff will set-up your food, and return at the end of the event to pick up service pieces and equipment. For our hot buffets, an attendant will remain at the event to assist at the buffet. Linens are provided for buffet tables only, but additional linens may be ordered for banquet tables for $6.00 each. Our high quality paper and plasticware will also be provided.

$30.00

**Level Four**
**Buffet Service with China**
Buffet with glassware and roll-ups (including silverware and linen napkin). Our catering staff will set-up your food, and return at the end of the event to pick up service pieces and equipment. For our hot buffets, an attendant will remain at the event to assist at the buffet. Linens are provided for buffet tables only, but additional linens may be ordered for banquet tables for $6.00 each.

$30.00 and;
$3.00 per person (inside Loker Student Union)
$4.50 per person (outside Loker Student Union)

**Level Five**
**Waited Table Service**
Waited table service with china, flatware and glassware. Our catering staff will set the tables with appropriate flatware and glassware, serve your food and beverage and service your table. Cloth napkins are included, and linens for banquet tables are required for $6.00 each.

$30.00 plus labor, and;
$3.00 per person (inside Loker Student Union)
$4.50 per person (outside Loker Student Union)