
GENUINE

CATERING POLICES



General Catering Policies

Genuine Foods is committed to delivering exceptional catering experiences that are thoughtfully tailored to each event's size, style, location, and service needs. Our team will collaborate closely with campus partners to determine the most effective ordering platform for catering requests and is happy to utilize existing campus systems whenever available.

The individual authorizing a catering order assumes responsibility for securing and returning any borrowed campus equipment required to support the event. All borrowed items must be returned in the same condition in which they were received. Any missing, lost, or damaged equipment will be subject to replacement or repair charges.

Genuine Foods is committed to environmentally responsible practices and, for standard events, uses sustainable disposable plates, cutlery, and cups whenever possible.

Standard service ware and linens are provided for a buffet and plated meal, while table linens for registration, gift, auction, guest seating tables, upgraded linens, premium service ware, or specialty equipment may incur additional charges. If rentals or special items are required to successfully execute your event, any associated fees will be added to the final invoice. Genuine Foods will communicate these needs in advance whenever possible to ensure transparency and seamless event planning.

Payment

Genuine Foods must have a confirmed method of payment prior to the event.

On Campus Caterings - Charged to a department

Caterings billed to a department must submit a PO at time of ordering.

External Customers

External clients are required to submit a 50% deposit no later than 10 days prior to the event date. Deposits are non-refundable in the event of cancellation. The remaining balance must be paid within 72 hours before the event when paying by credit card. Payments made by check must be paid in full no later than 10 days prior to the event.

Staffing Guidelines

Genuine Foods utilizes established staffing standards to determine the appropriate number of team members needed to ensure safe, efficient, and successful service. Staffing levels are based on factors such as event type, style of service, and menu complexity, including china service, attended bars, chef-attended stations, and elaborate buffet presentations. Please reach out to your Genuine Foods representative to discuss your catering event needs.

Event Scheduling & Setup

To ensure a smooth and successful event experience, catering timelines and logistics must be coordinated in advance with the Genuine Foods team.

Catering orders are typically scheduled for delivery and setup 30 minutes prior to the event start time, unless otherwise arranged. This window allows our team to properly stage food, equipment, and service areas so your event can begin on time.

For events scheduled in the evenings or on weekends, equipment and service items will be retrieved on the next business day unless alternate pickup arrangements have been coordinated in advance.

Clients are responsible for reserving and confirming the event location prior to requesting catering services. Genuine Foods must have confirmed access to the space to ensure timely delivery, setup, and breakdown.

Depending on the size, complexity, and logistics of the event space, a two-hour setup and strike window may be required. This allows adequate time for loading, staging, service execution, and post-event breakdown while maintaining food safety and service standards.

Advance Scheduling & Lead Times

To ensure menu availability, staffing, and product sourcing, functions must be scheduled in advance according to the menu selected:

- **Student Catering Menu:** Minimum **72 hours notice**
- **Standard Catering Menu:** Minimum **72 hours notice**
- **Presidential Catering Menu:** Minimum **72 hours notice**
- **Third Party Groups:** Minimum **10 day notice**
- **LATE ORDERS:** if you cannot meet the above deadlines, please call the catering department. There is a 15% rush fee for all late orders.

The final guest count is required 72 hours prior to the event. The final invoice will be based on the guaranteed guest count or the number of guests served, whichever is greater

Orders placed within 24 hours of the event may be subject to an additional 15% rush charge. We understand that last-minute requests may occur and encourage clients to call us to discuss urgent catering needs.

Our goal is to partner with you to plan ahead, avoid delays, and deliver a seamless catering experience.