

Northwestern Catering Policies and Procedures

Catering Order Cut-Offs

To ensure Optimal Selection and the best possible service, please book events at least seven business days in advance. Catering requests received less than seven days out will be accommodated to the best of our ability. New orders may be cut-off at any time once daily service capacity has been reached.

Any orders made within 72 hours of delivery time will incur a 15% service fee, if confirmed. All same-day additions to pre-existing orders will incur a 25% service fee, if accommodatable.

Minimums

A \$100 minimum is required for catering in Norris Center.

A \$250 minimum is required for full service catering outside of Norris Center.

A \$100 minimum is required for disposable/drop off service outside of Norris Center.

Rentals

A 20% handling fee will be applied to all ancillary catering needs; specialty linens, equipment, florals, etc.

Requested buffet tables outside of Norris Center will incur rental/set-up charges.

If preferred, guests may also arrange and take responsibility for their own ancillary needs.

Billing/Payment

Form of payment is required prior to placing your order. Orders will not be confirmed without payment information.

Acceptable forms of payment: Chartstring and Credit Card.

Meeting Room

A reservation ID must be given before any catering requests are placed for Norris Center and its satellites.

Guest Counts/Confirmation

All guest count confirmations must be set three days prior to event/delivery. Any changes within three days will only be accommodated when possible. Orders are not confirmed without an approved/signed BEO.

Co-Catering

Northwestern Catering will **NOT** service events in which another vendor is present or has provided food and/or beverages. This includes providing staff, dishware, warmers, or access to kitchen or equipment.

Special Diets/Leftovers

All special dietary requests must be made when placing order.

Leftover food may be removed from site, however, Compass Group is absolved from any responsibility once it leaves the premises.

Carry-out containers can be provided at a nominal cost if requested.

Tastings

Tastings may be accommodated at catering managers discretion based on menu, attendance, cost and timing.

Beverage Exclusivity

Northwestern University has an exclusive agreement with Coca-Cola to serve only their (non-alcoholic) beverages.

Staffing

Service staff costs will be applied to events where personnel is needed on site. Set-up and breakdown are included within the hours staffed. Additional labor may be needed for more complex/substantial sets.

Service china buffets require on-site waitstaff.

Events in which culinary staff is needed on site (passed hors d'oeuvres, plated meals, etc.) will incur staffing costs.

All service staff require a four-hour minimum, per industry standard.

Removal

Standard event durations are two hours (with exceptions) and pick-up times cannot be guaranteed. A service charge will be applied if an exact break-down time is required or if event exceeds standard event time frames.

Refuse removal plans must be formulated with Aramark before event.

Retail Food Alternatives

If meeting/event is not large enough to warrant catering, Norris Center retail food and beverages may be purchased and brought into meeting/lawn spaces as long as it is cleaned-up. Fee will be applied for failure to leave space as it was found.

Please inquire with Northwestern Catering about retail order form.

Alcoholic Beverage Policy

Alcoholic beverages are not permitted on the premises unless provided by a licensed caterer. Events with alcoholic beverages must be served by a licensed bartender provided by Northwestern Catering. All personnel servicing a bar must have completed the Illinois Basset Alcohol Certification Program. Beverages may not leave the facility and unconsumed beverages remain the property of Northwestern Catering (Compass) in accordance with the laws of the State of Illinois. Northwestern Catering reserves the right to refuse service of alcoholic beverages to any person. All orders for bar service must be accompanied by food service equaling no less than 25% of the total bill.

Cancellation

Cancellation and charges will follow these guidelines:

- Five days or more prior to catering request – No charge
- Four days prior – 25% of total confirmed catering costs
- Three days prior – 50% of total confirmed catering costs
- Two days prior – 75% of total confirmed catering costs
- 24 hours or less – 100% of total confirmed catering costs

*Specialty items unique to your event may not fall into above cancellation penalty timeline.