

# IMPORTANT THINGS TO KNOW

*Moffitt Catering welcomes the opportunity to serve you!*

*In order to successfully respond to your needs and serve you to the fullest, these policies and procedures apply to all orders:*

**Advance Notice** - We recommend placing your order as early as possible. While every effort is made to accommodate all catering requests, we cannot guarantee service for events that require catering attendants with fewer than 10 working days' notice. "At Your Door Delivery Service" orders, which are simple cold items, beverages or snacks, can be accommodated with three working days' notice (e.g., Friday and Saturday drop-off orders need to be placed by Tuesday). Late orders if approved, are subject to availability and a surcharge may apply, depending on the complexity of the event. Orders may be placed by phone, fax or e-mail ([moffitt.catering@ucsfmedctr.org](mailto:moffitt.catering@ucsfmedctr.org)) and are processed Monday through Friday, from 8:00 a.m. until 4:30 p.m. Orders received after 4:30 are dated the next business day.

**Guarantee** - For served meals, a final guarantee of attendance is required three full working days prior to your event (e.g. guarantee due Tuesday by 4:30 for a Friday event). This number will be considered a guarantee and not subject to reduction. Increases to your guarantee are subject to approval and may be assessed additional service charges.

**Cancellation** - Events or menu items cancelled after the original placing of your could be subject to the following charges:

- Cancellation within three working days of event – 33% of total cost of cancelled items.
- Cancellation within two working days of event – 50% of total cost of cancelled items.
- Cancellation or change after 12:00 noon the day prior to the event – 100% of total cost of changes or canceled items.

In addition to the above, served events cancelled within 5 working days will be billed for any direct expenses incurred by Moffitt Catering on behalf of the event (e.g., rentals, flowers).

**At Your Door Delivery Service** - All cold menu items and beverages can be delivered to any campus or off campus location. Please confirm a time for items to be delivered and schedule a convenient pick-up time for removal of our equipment and utensils after the events conclusion. High quality plastic and disposable utensils appropriate to the menu you select are included with your order. You provide the serving tables and we can provide linen tablecloths to cover them. The event location must be unlocked and available at least 30-minutes prior to the event start time as shown on the event order form. You are responsible for the safekeeping of all Moffitt Catering equipment dropped off at the site. Any equipment lost or damaged will be charged at replacement value on your bill.

**Service Charges** - On the main UCSF Campus there is no minimum order required.

- On the main UCSF campus a delivery charge of \$15 will apply to all orders.
- Saturday and Sunday an on-campus delivery charge of \$20 apply to all orders
- Off-campus deliveries, that involve driving a vehicle, have a minimum charge of \$35.
- Set-up at events: Any event on campus that requires us to place linens on the tables and arrange foods in a buffet presentation has a \$35 charge.
- If we have to make a return trip to deliver or pick-up due to locked rooms, meetings running late, equipment has been taken to a new location, or any other reason that prevents us from setting up at a specific time and Moffitt Catering was not informed an additional \$30 fee will be charged

**Attendant Charges** - Uniformed attendants are available for Moffitt Catering events for a price of \$28/hour, per attendant (5 hour minimum required for each attendant). When calculating total hours you need to include set-up and clean-up time. Your Moffitt Catering Sales Associate can help you to calculate the total hours. The exception to the 5-hour minimum is for lunches served at the Faculty Alumni House. There is a 2-hour minimum for \$60. There is no gratuity added to your bill. Gratuities are not allowed.