



# Planning Your Special Event

We pride ourselves in our ability to meet your catering needs. The following will help you to organize your special function.



## **Arranging and Reserving a Date**

Please contact us at your earliest convenience, so that we can get you on our calendar. You may contact the catering office at 501-569-3360. Some arrangements can be made by phone; others may require an appointment with our catering director. Please note: Events requiring special products, rentals or specialized materials, require a minimum of 5 days notice. This is the time for a thorough discussion of all specifics and details. We can help you make all the necessary decisions to determine which of the services would best fit your needs. The offices hours are Monday through Friday, 8:30a.m.-4:30p.m. After we have finalized all the details of your special event, you will receive a confirmation document to be signed and returned to us. All cancellations and final arrangements, including the customer guarantee count and payment arrangements, **MUST** take place at least 3 business days prior to your function. If you do not contact us with a final count within 3 business days allowed, we will prepare for the estimated number and charge accordingly.





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## **Reserving a Location**

Whether the event is to take place on campus or off, the location reservation needs to be confirmed before we will deliver. If your event will take place at the Donaghey Student Center, tables, chairs, and other equipment will be arranged by you through Conference Services at 501.569.3324. For room reservations and facility arrangements outside the Donaghey Student Center should go through Individual Building Administration. When making the reservation, please include all tables, and trash receptacles or other equipment. Fresh foods delivered at proper temperatures are critical to the success of your event and the safety of our guests. Our ability to properly staff for timely delivery is also critical. If your event or location is inaccessible or has not been set up for your event, we will always do our best to serve you. Event planners must ensure adequate building and room access as referenced.



## **Event Confirmation and Guarantees**

Events not scheduled at least 3 days prior to the date of service are subject to menu/service limitations and additional fees. A guarantee is required 3 business days before your catered event to include the exact times, location, attendance, menu choices and room setup. You are responsible for contacting the catering department and canceling the event. You will be liable for 50% of your food bill for any event that is not cancelled in writing within 3 business days of the date of service. If UALR is closed due to inclement weather, all catering events will be automatically cancelled. You are also responsible for any cancellation of facility reservations.





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## **Payment**

Check, cash, university account number and credit cards are all valid payment methods. For all catered functions, arrangements for payment must be finalized prior to the date of service. Non-university related groups are required to make a deposit of 50% one week prior to the event, with the balance due at the time of the event. Tax exempt organizations are required to submit a copy of their exemption certificate prior to their date.



## **Delivery Fees**

There is no delivery fee for catering services on the UALR campus.





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## **Attendants**

To ensure that your event is a success, catering staff will be provided for all served meals and buffets during the first two hours of service. If additional time is needed, a fee of \$20.00 per attendant, per hour with a 1 hour minimum will be applied. We recommend that you have an attendant for all receptions and breaks for every 75 guests, with the above fee assessed.



## **Catering Equipment**

As the host of the catered event, you are responsible for the equipment we have provided for the service. Any missing or damaged catering equipment or supplies may require charges to your account, at replacement costs. For large events, specialty equipment may need to be rented. We can provide this at an additional charge.



## **China Charges**

Our catering department provides high-quality plastic products as our standard, unless otherwise requested. China is provided for events located in the Donaghey Student Center if requested. Events occurring at alternate locations will be subject to additional fees. Please contact us for details.



## **Floral Charges**

We will be happy to order, receive and handle specific floral arrangements for you. An additional fee will be determined in accordance with your selections.



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## **Linens and Skirting**

We will provide linens and skirting for food and beverage tables at no charge. If you would like linen to be placed on guests tables for receptions, breaks, meeting tables and boxed lunches there will be a \$4.19 fee for each tablecloth. Other tables may be skirted and covered at 4.19 per tablecloth and \$20.99 per skirt. The same applies to registration tables, name tag, head tables, and any additional table that will not be directly used for food service. Table skirting may be done on any table not exceeding one inch in thickness. Specialty linens are available upon request for an additional charge.



## **Minimum Charges**

Events servicing less than 25 guests, require an additional service fee. You may pick up your menu selections for these events at no additional costs.



## **Sustainable and Organic Menus**

Our culinary staff is happy to produce a sustainable and/or organic menu for your event. We can create fresh and healthy meals using local products that are free of pesticides, hormones and antibiotics. Some items may be limited based on availability. Please plan on paying an additional per person.



## **Food Removal Policy**

It is the policy of that excess food items from events be removed from the event site. Items purchased for pick up should be properly stored prior to the event and removed and disposed of by the host of the event.