

Planning Your Event

Lakeside Catering welcomes the opportunity to supply the University of California, Merced campus community with delicious menu options for all occasions. Our staff strives to provide all services necessary to accomplish successful events for our valued customers. The following policies and procedures apply to all catering services.

Business Hours: 7:00 AM to 7:00 PM

Events starting before or after these times are subject to additional labor charges.

Saturday and Sunday events are subject to sales minimums.

Please contact our department at catering@ucmerced.edu for more details.

Advance Notice

We recommend placing your catering request as early as possible. Every effort is made to accommodate our clients; however, advanced notice ensures our ability to properly plan for your event. Please utilize the following guidelines:

- Continental Breakfasts, Coffee or Beverage Break services confirmation of events and menus require 5 business days prior to the date of the event.
- Buffet lunches or dinners, plated breakfasts, lunches or dinners and receptions; confirmation of events and menus require 5 business days prior to the date of the event.
- Special events, events over 100 guests or those requiring customized menus require 2 weeks of advance notice, with confirmation of event details and menus.

Minimum Orders

Due to the demands of Catering Services, it is necessary to meet the indicated minimum for guaranteed deliveries. Delivery status may be changed to Pick Up in Main Dining-customers will be notified in this event. Delivered orders that do not meet the minimum requirements will be subject to a \$25.00 or 25% of total order service charge, whichever is greater.

Cancellations

Any orders cancelled within 5 business days of an event will not incur a cancellation fee. Due to ordering and preparations required for events, any orders cancelled 2 business days prior of the event, there will be a 50% cancelation fee. Any orders cancelled 1 business day prior of the event, there will be a 100% cancelation fee.

Leftover Food and Outside Vendors

In compliance with EH & S, state and local health regulations, perishable food may not be removed from an event. NO outside food is allowed in an event catered by Lakeside Catering. Lakeside Catering reserves the right to decline an order due to multiple food sources.

Guarantees

Clients are required to provide a firm guarantee upon which Lakeside Catering will base the quantity of food and appropriate service staff.

- A guaranteed guest count is required 5 business days in advance of an event.
- Reduction to the guarantee will not be accepted once the guarantee has been finalized.
- If a final guarantee is not submitted, the original estimate will be used for billing purposes.
- If guest count numbers significantly change on the required guarantee date, there may be additional charges if Lakeside Catering can accommodate the request.
- With less than three days' notice, a 15% surcharge will apply to the additional guests if Lakeside Catering can accommodate the increase.

Payment

Lakeside Catering accepts FAU, and Check payments. Other payment options are Credit Cards or Cash. For Credit Card or Cash payments, payment will need to be processed at the Cashier's Office located in the Leo & Dottie Kolligian Library.

FAU and Check payments can be processed when placing your order on Catertrax. If you need to pay by Credit Card or Cash, please contact our Department. Some orders will require a deposit, if your order requires a deposit, you will be contacted by our billing department with information regarding this request. Inter-campus recharge is available for other UC Campus, please contact our Department for assistance. For check payments, your check will need to be made out to "UC REGENTS" and must be provided by mail prior to your event or hand delivered the day of your event. If you need an invoice in order to get your check issued, one is available in your Catertrax account or contact our Department.

Equipment – Tables and Chairs

Lakeside Catering does not supply tables or chairs for food service. Clients must supply appropriate tables for food service and guest seating at their site during the time stated on the order. Lakeside Catering will suggest the appropriate number of tables required for food service. Clients may contract with UCM Facilities Management, approved rental companies or provide tables from other spaces within their facilities.

Custom Menus

Lakeside Catering offers a wide variety of options on our website, but if you have something specific in mind, our culinary team can customize a menu for you at your request. Please allow a minimum of 2 weeks for these requests. Please send your request to catering@ucmerced.edu.

Please let us know, when you place an order, of all dietary restrictions that your guest may have. We can make accommodations for any restriction, with the appropriate advance notice. If you are unsure about any dietary restrictions, please contact our Catering Department with any questions. Our staff is very familiar with all dietary restrictions, and how we are able to make necessary adjustments to our menu offerings to ensure the health and safety of your guests.

Alcohol

Lakeside Catering holds the proper licensing to serve alcohol at your event on Campus. An alcohol permit is required for any type of alcohol service. You can find all requirements and forms on the [Risk Services](#) website. Leftover alcohol from your event must be removed from the event and stored by Lakeside Catering. Please make arrangements to pick up your leftover alcohol from the Dining Center within 48 hours of your event. Any alcohol left 48 hours after the event; will be properly discarded. Please note: all open bottles will be discarded at the end of the event. Bar Service is required, along with your alcohol permit for all alcohol served on Campus, or at any UC sponsored event.

Room Reservation and Deliveries

To book the Elizabeth Wallace Dining Room, please send your request to catering@ucmerced.edu. When booking other locations on campus, please make sure your location is accessible to Catering staff prior to your event start time, for delivery, set up and clean-up of event. The Client is responsible for the safekeeping of all Lakeside Catering small wares and equipment. Any lost or damaged equipment will be charged at replacement value.

Service Staff Fees

Service staff are available upon request to be present for the entirety of your event. Lakeside Catering reserves the right to require service staff for certain types of events. Servers / Stewards are \$15 per hour/per attendant with a 2 hour minimum. If you require a Chef to be in attendance, please submit this request when you place your order, to insure availability. An on-site Chef will be charged at \$50.00 per hour with a 2 hour minimum.

Clean Up

Please indicate the most accurate times for our team to come back and clean up your event. **All "Drop and Go" service orders are the responsibility of the event coordinator to remove all items from the event.** Lakeside Catering does not offer refuse service, please contact [Facilities Management](#) to place a request for any special refuse service requests for an event.