Celebrations Catering Policies

BOOKINGS
Prices quoted in the Celebrations Catering guide do not include sales tax. The prices in our catering guide are based upon current market conditions and are subject to change without notice. We reserve the right to adjust pricing based upon these conditions and will notify the client prior to the event.

A late reservation fee of 10% will be assessed for any catering event orders placed within five (5) business days of the desired event. Catering orders placed without sufficient notification will be subject to a limited menu and service availability.

All events that occur before 8:00 am Monday – Friday; or on weekends, will require a cell phone number of the contact person, along with a home phone number.

Services and prices are for normal business days in accordance with the University calendar. Events scheduled on legal holidays or University shut-down periods may incur an increased labor charge.

Events occurring outside the Student Union may incur an additional service charge or facility surcharge. The facility surcharges are as follows:

- Wes Watkins center, 10% of food only
- ConocoPhillips Alumni Center, 10% of total bill

Please note: Celebrations Catering does not possess keys to any rooms or buildings on campus. Please ensure that the facilities are unlocked and ready for setup, pick-up, and/or delivery service. An additional delivery charge ($15.00) may be applied if rooms or buildings are not open and a second attempt at delivery must be made.

*We do not provide tables outside the Student Union, please contact the OSU Facilities Management office at (405)744-7154.

DELIVERIES
Deliveries made within the boundaries of the Oklahoma State University campus will incur a $35.00 Fee for setup & pickup. Off campus deliveries incur a $50.00 Fee plus mileage for set-up and pickup. Events on campus that require multiple deliveries per day will incur a one time flat fee of $50.00.

CANCELLATIONS
If it should become necessary to cancel an event, please notify your event specialist as soon as possible. A cancellation fee will be charged for orders cancelled within three (3) business days of an event, based on food and labor costs accrued up to the time of the cancellation. If Oklahoma State University is closed due to inclement weather or other acts of God, all catered events will be automatically canceled. Any deposit or partial payment may be returned less expenses already incurred.
ATTENDANCE GUARANTEE AND MINIMUMS
In order to ensure that your event is successful it is imperative that we have an accurate count of guest participants. An approximate count should be provided at the time of booking your event. A guaranteed guest count is required at 11:30 am five (5) business days before your event. If the catering office does not receive a guaranteed count five (5) business days before the event, the initial count given will be considered the set guarantee and the customer will be billed accordingly.

At this point, your numbers may increase, but they cannot decrease, as our preparation has already begun. For lunch and dinner events, an overset of 5% will be prepared and set up, to a count of 300. For parties over 300, there will be an overage of 15 meals and place settings prepared.

Any increase in the guest count after the guarantee deadline will incur a price increase of 1.5 times the regular cost. Please note, identical menu items are not guaranteed.

SPECIAL MEALS
Guests requesting specialty meals (i.e. vegetarian, diabetic or other food allergy requests) must also be confirmed five (5) business days prior to the event. Special meals added by a guest or client during the event are subject to additional charges.

MULTIPLE PLATED ENTRÉES
Requests for multiple plated entrée options for the same meal will incur a 15% premium of the highest priced entrée, per plate. Vegetarian or other dietary restricted options are not charged a premium.

MINIMUMS
Celebrations Catering sets a minimum of 20 guests for all meals, from Monday through Friday. For events with less than 20 guaranteed guests, a $30.00 Fee will apply. However, for weekend reception service, a minimum food order of $300.00 Is required.

To accommodate event requests below the minimum guest count requirements, such orders will be packaged in disposable containers and made available for pick-up, from the catering office (288 SU). Disposable plates, cutlery, cups and paper table-cloths will be provided.

DELAY IN SERVICE
Attendants are provided for the first two hours on all full-service meals and upon request for buffet meals. An additional labor charge may be assessed to the group, or individual, if the serving time or departure time is delayed by more than thirty minutes through no fault of Celebrations Catering. This will be figured on a per hour fee for the total number of staff covering your event.

ADDITIONAL ATTENDANTS
Services that require additional attendants will be assessed an additional labor fee at a rate of $20.00 per hour, per attendant.

Linen service: house-colored linen tablecloths and napkins are provided for all served meals, while buffeted events receive linen tablecloths and skirting on buffet lines. For events served on china, linens are also provided for the guest dining tables. (Standard house colors include: black, white & orange)

Extra house linens are available at $4.00 Each
Extra color overlays at $4.00 Each
Specialty linens (colors other than standard) start at $5.00 Each
Extra skirting (black or white) $15.00 Each
CHINA SERVICE
Our catering department provides a standard setting of china for all lunch and dinner events located within the Student Union unless otherwise requested by the guest. Celebrations Catering provides high quality disposable and eco-friendly products as our service standard outside of the Student Union, unless otherwise requested. We offer china service for any event outside of the Student Union at an additional charge:
- Full meal china and silverware service @ $4.25 per guest
- Reception china and silverware services @ $2.75 per guest
- Coffee or beverage china service @ $2.00 per guest

Should special equipment, china, or tables be required, we will charge for the required items and add the additional rental charges to your final bill. You will be apprised of the cost of the rental items when the arrangements for your event are finalized.

SUSTAINABILITY
Celebrations Catering is committed to making environmentally and socially conscious decisions in all aspects of our catering applications while upholding the highest standards of food quality and service. As part of our commitment to supporting a sustainable catering program on campus, we provide eco-friendly, compostable disposable wares.

FOOD REMOVAL POLICY
In accordance with the Oklahoma State Department of Health codes, any leftover food cannot be distributed to the host, or guests following a catered function. Credit for those portions unused will not be made available.

CONTRACT
To ensure that all event details are accurate, a contract will be e-mailed regarding the details we discussed in our initial meeting or phone call. Please review the contract for accuracy; if there are any discrepancies you will need to contact us immediately by phone or e-mail (please do not fax changes). Before signing and returning the contract, review the cancellation policies and procedures of Celebrations Catering.

PAYMENTS
Oklahoma State University departments and student organizations can make payments through University bursar or accounts. Individuals or community groups without a university-approved account are required to place a 50% deposit on all orders at the time of reservation. The remaining balance for the order is due three (3) business days prior to the event. Major credit cards and checks are accepted. Any credit card payments will incur a 5% administration fee. Oklahoma sales tax of (8.13%) will be added to each order unless a copy of the tax exempt certificate is provided one week prior to the event. Any incidental charges incurred during functions will be added to the guest’s account. Any discrepancies in count or charges should be identified and resolved with management prior to departure from event.

Extended room services: Celebrations Catering provides services to all campus locations for a wide range of activities. Room reservations are the sole responsibility of the client. To guarantee your reservations in one of these wonderful spaces, a non-refundable deposit is required which will be applied to the final bill. For room reservations please contact the Meeting and Conference Services information desk in room 179 Student Union, 405-744-5232.

Additional facility contacts:
Wes Watkins Center, 405-744-5356
ConocoPhillips Alumni Center, 405-744-8015
Atherton Hotel, 405-744-6835