

PLANNING YOUR SPECIAL EVENT

We pride ourselves in being able to not only meet, but exceed everyone's catering needs. The following steps will serve as a tool in organizing and planning your event.

Arranging and Reserving a Date

Even if the date of the event is only tentative, please make arrangements with the catering department so that your event can at least be logged on record. All other information such as location, number of guests, time of function and menu selection need to be decided at least 10 days before the function. At which time you may contact the catering department at 570-662-4927 to discuss the specific details of your event. We can help to make all necessary decisions to determine which of the services that we offer would best fit your event needs. After we have finalized all of the event details, you will receive a Catering Service Proposal that requires a signature before any services take place. At least 3 business days prior to your event, final head counts will be due. Your event will be billed based on the guaranteed number of guests that you call in at this time, or the number of total attendees. Any last minute changes may also be made at this time to the room set up. If your event needs to be cancelled, you must contact the catering department at least 3 business days prior to your function to cancel it. If your event is not cancelled within 3 business days prior to your event, you will be liable for full payment of the event. If Mansfield University is closed due to inclement weather, all catering events will automatically be cancelled.

Reserving a Location

Whether your event is scheduled to take place on campus, or off, the location reservation needs to be confirmed before catering services can be delivered. To reserve a location on campus for your event, please use the Event Management System (EMS) located on the Mansfield University web site at <http://ems.mansfield.edu/VirtualEMSProfessional/>.

Payment

All catered functions must have secure payment before they occur. Visa, Mastercard, Discover, Check, Departmental Accounts and Foundation Accounts are all valid payment methods. Non University related groups are required to make a deposit of 75% one week prior to the event, with the balance due before or at the conclusion of the event. Tax exempt organizations are required to submit a copy of their tax exemption certificate prior to the payment taking place.

Late Fees and Minimum Charges

There is a minimum purchase requirement of \$50.00 for all catering food and beverage orders. Arrangements for orders less than the minimum amount can be made if they are picked up during office hours. A late fee of \$75.00 will be assessed for any event booked outside of the ten day period. Any changes made to events outside of the 3 business days will also incur a charge of \$25.00.

Additional Charges

There is no service fee for catering services provided to Mansfield University sponsored functions. Any services provided outside of Mansfield University sponsored functions will be subject to a 20% service fee. Linens are provided for buffets and food related tables, however, if you require linens for seating tables, registration tables or display tables, there will be an additional fee for those. Standard and customized linens are available, please contact the catering department for an estimate of costs. Our catering services come with high quality plastic products as a standard, however, we do have Eco-Friendly products available. Please inquire at the catering department. China and silver flatware are also available for all catered events at an additional charge, if held outside of the Manser Dining Hall. If your function requires floral arrangements or other personalized decor, we would be more than happy to order those items for you and include the cost in your final catering bill. All Bar set ups and service personnel for those, will be subject to additional fees based upon the service you are requesting.

Service Staff

To ensure that your catered event is a success, catering staff will be provided for all served meals, and staffed buffets for the first two hours of service. If additional time is needed, additional fees will be assessed based upon the needs of the event. All catered delivery functions include set up and take down of the event. If you require a service personnel to be present you will have to request this at the time the order is placed. Event staffing recommendations can be made by contacting the catering department.

Responsibility of Equipment

As the requestor of the event, you are responsible for the equipment we have provided the event with. Any missing or damaged equipment or supplies will be charged to your bill at replacement cost. In the occurrence of a very large event, specialty equipment may need to be rented and the catering department will coordinate these activities.