



## WATERLOO CATERING AND EVENT POLICIES

**Approving Authority:** Hospitality Services General Manager

**Administrative Responsibility:** Director, Policy Research and Advocacy

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**Related Students' Union Policies, Procedures, and Documents:**

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# 1. GENERAL TERMS AND CONDITIONS

- 1.1. The Turret and the Hawk's Nest may be booked by completing and submitting the required booking form.
- 1.2. Hospitality Services is the sole provider of food and beverage served at events held in Students' Union facilities.
  - 1.2.1. Limited exemptions include:
    - 1.2.1.1. Events with specific cultural food needs that Hospitality Services are unable to accommodate.
    - 1.2.1.2. Additional food items for special occasions (e.g. a cake).
  - 1.2.2. Any external food and beverage service must adhere to all applicable food safety and food handling laws, policies, and best practices to the satisfaction of Hospitality Services.
- 1.3. No external alcohol is permitted within the facilities.
- 1.4. All menu prices are subject to change without notice.
- 1.5. Catering on weekends and statutory holidays may result in additional charges.
- 1.6. Surplus food at the conclusion of an event will be managed by Hospitality Services and may not be removed from the facility without prior approval.
- 1.7. If the scheduled serving time of the event is delayed by more than thirty (30) minutes, an additional labour fee may be added to the invoice.
- 1.8. The use of "Hazers," "Fog Machines," "Dry Ice," or other similar devices is strictly prohibited.
- 1.9. Any damage to Students' Union facilities in preparation for, or during the event, will be assessed and invoiced to the organizer.
  - 1.9.1. A minimum \$400 damage fee will be charged, plus labour, material, and equipment costs to repair the facility.
  - 1.9.2. Only green painters' tape is permitted for affixing material to the walls of the facilities.
  - 1.9.3. Nothing may be affixed the ceiling of the facilities.

## 2. MENU

- 2.1. A standard catering menu will be set by Hospitality Services.
- 2.2. A customized catering menu is available upon request, subject to additional charges and so long as the request is made a minimum of twenty (20) business days in advance of the event.
- 2.3. Dietary requests are required when confirming the guaranteed number of event guests.
- 2.4. Buffet-style menus are not unlimited and supplemental servings are not guaranteed.

### **Dietary Restrictions and Food Allergy Disclaimer**

- 2.5. Subject to availability, Hospitality Services offers the following food options:

- 2.5.1. Vegetarian
- 2.5.2. Vegan
- 2.5.3. Dairy Free
- 2.5.4. Gluten-Free Friendly
- 2.5.5. Halal
- 2.6. Hospitality Services does not have a nut-free, gluten-free, or allergen-free kitchen or serving lines, and while every precaution is taken to check ingredient information cross contamination does occur.
- 2.6.1. Ingredients and nutritional content also vary across manufacturing formulations.

### **3. GUARANTEED NUMBERS AND CANCELLATIONS**

- 3.1. A guaranteed number of guests must be confirmed ten (10) business days in advance of the event.
  - 3.1.1. Hospitality Services will accommodate an increase of up to 5% over and above the guaranteed number of guests.
  - 3.1.2. The final invoice will reflect the total number of meals served over and above the guaranteed number.
  - 3.1.3. If the number of guests decrease, the final invoice will reflect the guaranteed number of guests.
- 3.2. The organizers will be charged 25% of the total invoice for cancellations that occur ten (10) business days in advance of the event.
- 3.3. The organizers will be charged 100% of the total invoice for cancellations that occur less than four (4) business days prior to the event.

### **4. ROOM RENTAL**

- 4.1. A room rental fee will be applied for all events catered in The Turret and the Hawk's Nest, and includes the following:
  - 4.1.1. Tables (including set-up).
  - 4.1.2. Chairs (including set-up).
  - 4.1.3. Linen tablecloth.
  - 4.1.4. Dinnerware.
  - 4.1.5. Basic audiovisual set-up (Screen/monitor, podium, microphone, projector).
- 4.2. Students' Union clubs and associations, and committees are exempt from room rental charges.
- 4.3. The room will be available to the organizer a minimum of one (1) hour prior to the start of the event.
  - 4.3.1. Additional set-up time may be granted by Hospitality Services if availability permits, subject to an additional fee.
- 4.4. The room must be vacated thirty (30) minutes following the conclusion of the scheduled event time.

## 5. BAR SERVICE

- 5.1. The organizer must request bar service a minimum of five (5) days prior to the event.
- 5.2. The Turret is a facility licensed by the Alcohol and Gaming Commission of Ontario.
- 5.3. Hospitality Services staff are Smart Serve certified and trained on safe alcohol service practices.
- 5.4. A \$300 minimum spend is required for 3 hours of service.

## 6. RISK ASSESSMENT

- 6.1. The organizer is responsible for determining if their event is subject to the requirements of the **Students' Union's Events and Activities Risk Management Policy**.
- 6.2. The organizer is responsible for determining if a **Wilfrid Laurier University Event Safety Risk Management Planning Checklist** and **Event Safety Management Plan** are required for the event.
- 6.3. A risk assessment is mandatory for any event with alcohol or bar service.
- 6.4. Failure to complete the relevant risk assessment process required by the Students' Union and/or Wilfrid Laurier University at least five (5) days in advance of the event will result in a cancellation.
- 6.5. The organizer is responsible for the cost of any security measures or personnel required by the risk assessment for the event.
- 6.6. The organizer is responsible for any additional insurance required by their event.

## 7. RELATED POLICIES, PROCEDURES, AND DOCUMENTS

- **Wilfrid Laurier University Students' Union**
  - [\*Students' Union Policy Manual\*](#)
  - *Events and Activities Risk Management Policy*
  - *Events and Activities Risk Management Procedures*
- **Wilfrid Laurier University**
  - Alcoholic Beverages (4.4)
  - [\*Safe Disclosure \(5.14\)\*](#)
  - [\*Risk Management Policy \(5.16\)\*](#)
  - [\*Environmental/Occupational Health and Safety \(7.1\)\*](#)
  - [\*Workplace Violence Prevention Policy \(7.18\)\*](#)
  - [\*Non-Academic Student Code of Conduct Policy \(12.3\)\*](#)

- [Gendered and Sexual Violence Policy and Procedures \(12.4\)](#)

## APPENDIX “A” – FREQUENTLY ASKED QUESTIONS

Q: I have rented the Turret for an event but I want to use an external catering company to provide the food. Is that allowed?

A: No. The Hospitality Department of the Students' Union is the sole and exclusive provider of food and beverage in the Turret and Hawk's Nest spaces.

Q: How do I go about booking the Turret or Hawk's Nest?

A: You must complete our [booking form](#), once we receive your completed form we will connect with you with next steps.

Q: I have submitted the booking form when should I expect to hear back?

A: Please allow 5 business days for a response from us.

Q: How soon should I book my event?

A: The sooner the better! The Turret and Hawk's Nest are in high demand so the sooner you place your request the better.

Q: When do you need my menu selection and number of people attending?

A: The Hospitality Department requires your menu selection and guaranteed guest count 10 days before your event.

Q: Do you offer bar service?

A: Yes! The Turret and Hawk's Nest are fully licensed. Additional charges may apply

Q: For my event I would like all furniture removed from the space, is that possible?

A: No. If you do not wish to use the furniture and wish to have it cleared away the hospitality department will discretely conceal the furniture behind black drapery for the duration of the event

Q: I have need of a private room during my event, do you have one?

A: Yes we do! Use of the private space must be pre-arranged

Q: We have a lot of volunteers, can we use them to serve food and beverages?

A: No. All food and beverage service must be handled and overseen by the Hospitality Department to ensure proper food handling standards are being followed

Q: Can I use storage rooms as change rooms or additional storage space?

A: No. Storage rooms are not available to guests and are restricted to staff

Q: How many people can the Turret accommodate?

A: The Turret can seat up to 250 guests comfortably. Our standing capacity is 550.

Q: I want to host a dance night and operate it similar to a night club, do you accommodate these types of events?

A: No. The Turret does not host 'bar nights,' 'nightclub nights,' 'after parties,' etc. We will decline any event where the focus is only bar service.

Q: Can you provide for my guests that have specific dietary requirements?

A: Yes! We can provide vegetarian, vegan, gluten-friendly, and Halal options. Please see our policies concerning allergens and dietary substitutions.

Q: I just need the room and am not interested in purchasing food and beverage, is that possible?

A: Yes. You are not required to purchase food and beverage. Room rates still apply. A Room Attendant must still be present during any event taking place in our spaces.

Q: I am a Student Union Club do I still need to fill out a Clubs Event Form if I have filled out a Turret Event form?

A: Yes. As the Students Union Clubs department will also need to make an assessment of your event.

Q: I am having an event outside the Fred Nichols Campus Centre, am I still able to have Wilf's cater our event?

A: Unfortunately no. Anything outside of the FNCC would first have to go through Laurier Food Services.