



CATERING AND EVENT POLICIES

Menu: Our catering menu is a great starting point for planning your event. We offer an extensive selection of choices. Our team would be happy to customize a menu should you prefer something that is not listed on our menu. We require 20 business days' notice for a custom menu, additional charges apply.

In the event where a menu may need to be modified, the Hospitality Department will substitute a comparable or greater quality product that is consistent with the menu.

Food Allergy Disclaimer and Dietary Restrictions: The Hospitality Department does not have a nut free, gluten free or allergen free kitchen or serving lines. We take every precaution to check ingredient information and to ensure that cross contamination of ingredients does not occur. Ingredients and nutritional content may vary.

Because manufacturers may change their product formulation or consistency without our knowledge and product availability may fluctuate, we cannot completely guarantee products are nut, gluten, or allergen free.

It is the guest with food allergies or other specified nutrition concerns to make the final judgment on whether to question the ingredients of a food item or to choose to eat the foods selected. Guests are encouraged to consider information provided to their own satisfaction, considering their own individual needs and requirements.

Dietary requests are required at the time of providing the guaranteed number of guests.

We can provide Vegetarian, Vegan, Dairy Free, Gluten Friendly, and Halal food options subject to the limitations noted above.

Guaranteed Numbers and Cancellations: When booking your event with us, you will be asked to give an estimated number of guests you are expecting.

A guaranteed number of guests is required ten business days prior to the event. If numbers increase after this time additional charges may be incurred. Cancellations

made 10 business days prior to the event will be charged 25% of the total invoice and any cancellations made within 4 business days prior to the event will be charged 100% of the total invoice. Any changes made to the contract within 24 hours will be charged an additional 25% of the product. All cancellations must be made in writing via email.

Catering & Event Services will set up and prepare 5% above the guaranteed number of guests. If the number of guests increases, the final invoice will be adjusted to reflect the guaranteed number of guests or the actual number of meals served, whichever is greater. If actual numbers decrease, the final invoice will reflect the guaranteed numbers.

Risk Assessment: When booking your event with us you may be required to complete a risk assessment form. This form is mandatory for events with alcohol service, a large number of attendees, events using external entertainment providers, etc. You will be notified if a risk assessment is required. Failure to complete the risk assessment process in a timely manner will result in cancellation of your event. The risk assessment process is critical in ensuring events are operated safely. Risk assessments are managed by Laurier's Safety, Health, Environment and Risk Management department.

Room Rental: A room rental fee will apply to all events catered in The Turret and Hawk's Nest and includes tables and chair setup, linen tablecloth, china service, and basic AV package (screen or monitor, podium with mic, and data projector)

Student Union Clubs and Committees are exempt from room rental charges.

Terms & Conditions:

1. All food and beverage must be provided by The Hospitality Services Department within the Fred Nichols Campus Centre.
2. All events are subject to review by Wilfrid Laurier University's Risk Management Team (SHERM). Based on each event's unique needs, you may need security present at your event, be required to provide additional insurance, or be limited by other risk mitigation protocols. Security and additional insurance are at the sole expense of the client. If a risk assessment is not completed at least 10 business days before the event, the event will be canceled.
3. With permission of the Hospitality Department, you may be permitted to supply some low-risk food items (i.e., a cake).
4. Prices listed in our menus are subject to change.

5. Catering on weekends and/or statutory holidays may incur additional labour charges.
6. Our clients pay for their guests to enjoy the full variety of offerings, but any surplus food will be managed by our team. For health and safety reasons, surplus food is not allowed to leave the location except by the hospitality department's permission.
7. Our clients pay for each guest to receive the full meal order, there may be times where guests are able to have another helping, however our buffets are not 'all you can eat' and second helpings should not be expected.
8. Should the scheduled serving time of the function be delayed by more than thirty (30) minutes, a labour fee may be added to your invoice.
9. The room will be available for you to set up your event one (1) hour prior to your start time. You must vacate the room thirty (30) minutes following the end time. If you require more time for your setup, you may request additional time with the Hospitality Department. Extra time is subject to additional fees and is based on availability.
10. Only green painters' tape is permitted to be used on our walls. Any damage to Student Union property incurred by the client/guests will be assessed and subsequently charged to the client.
11. Nothing may be attached to ceilings.