



ORDERING GUIDELINES

ORDERING LEAD TIME

- ❖ PLEASE PLACE YOUR ORDER AT LEAST TWO (2) WORKING DAYS PRIOR TO YOUR EVENT. WE WILL MAKE EVERY EFFORT TO ACCOMMODATE LAST MINUTE REQUESTS BUT THIS LEAD TIME IS NECESSARY TO ENSURE THAT FRESH INGREDIENTS AND ADEQUATE STAFF ARE AVAILABLE. A LATE ORDER FEE OF \$25.00 WILL APPLY TO ORDERS THAT DO NOT MEET THE 2 DAY LEAD TIME.
- ❖ PLEASE ALLOW SEVEN (7) WORKING DAYS FOR EVENTS LARGER THAN 100 GUESTS OR WHEN LIQUOR SERVICE IS REQUIRED.
- ❖ AN EVENT CONFIRMATION WILL BE SENT TO YOU OUTLINING DETAILS OF THE ARRANGEMENTS YOU MADE WITH US. PLEASE REVIEW AND CALL US IMMEDIATELY IF THERE ARE ANY CHANGES TO BE MADE. ANY CHANGES MUST BE CONFIRMED AT LEAST TWO (2) WORKING DAYS PRIOR TO YOUR EVENT.
- ❖ NO FOOD OR BEVERAGE OF ANY KIND WILL BE PERMITTED TO BE BROUGHT INTO THE FUNCTION CATERED BY CHARTWELLS. NO ALCOHOLIC BEVERAGE OTHER THAN THOSE PROVIDED BY CHARTWELLS MAY BE CONSUMED AT A FUNCTION CATERED BY CHARTWELLS.

HOURS

- ❖ PRICES QUOTED ARE FOR SERVICES PROVIDED DURING OUR NORMAL BUSINESS HOURS OF 7:30 A.M. TO 5:00 P.M.
- ❖ ARRANGEMENTS CAN ALSO BE MADE FOR CATERING OF AFTER-HOURS FUNCTIONS. ADDITIONAL CHARGES WILL APPLY.

MINIUMS

- ❖ MINIMUM CHARGE FOR DELIVERY IS \$40.00 (ANY ORDERS LESS THAN THIS MAY INCUR EXTRA CHARGES)
 - ❖ UNLESS OTHERWISE SPECIFIED, ALL CATERING ORDERS HAVE AN 8 GUEST MINIMUM.
- ❖ LABOR CHARGES ARE APPLICABLE ON ALL FUNCTIONS AFTER HOURS AND WHERE ADDITIONAL STAFFING IS REQUIRED \$25.00 PER HOUR (MINIMUM 4 HOURS)
 - ❖ A MINIMUM OF \$500.00 FOR SATURDAYS, SUNDAYS AND HOLIDAYS.
- ❖ PLEASE CONTACT RESIDENCE DINING HALL FOR OTHER AFTER HOUR AND WEEKEND ALTERNATIVES (778-782-7047).

PAYMENT

- ❖ FULL PAYMENT IS REQUIRED IN ADVANCE OF DELIVERY.
- ❖ UNIVERSITY DEPARTMENTS MAY PAY BY ACCOUNT NUMBER WHICH IS REQUIRED UPON BOOKING.
 - ❖ PAYMENT FORMS ACCEPTED ARE:
VISA, MASTER CARD, CASH OR CERTIFIED CHECK MADE OUT TO COMPASS GROUP CANADA.

QUALITY DISPOSABLE WARE IS PROVIDED. OUR DELIVERY PERSONNEL WILL SET UP YOUR ORDER WITH A TABLECLOTH, ALL UTENSILS AND CONDIMENTS REQUIRED FOR SERVICE. ENVIRONMENTALLY FRIENDLY PACKAGING AVAILABLE UPON REQUEST WITH ADDITIONAL COST. PRICES DO NOT INCLUDE GST
CHARTWELLS EDUCATION DINING SERVICES 778-782-4510
CATERING@SFU.CA



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CANCELLATIONS

- ❖ WE REALIZE THAT EMERGENCY CANCELLATIONS DO OCCUR AND WE WILL DO OUR BEST TO AVOID ANY CANCELLATION CHARGES. IF AN ORDER IS CANCELLED AT LEAST 48 HOURS IN ADVANCE NO CHARGE WILL APPLY.
- ❖ CHARGES MAY BE APPLIED FOR SPECIALLY ORDERED FOOD PRODUCTS OR PREPARED FOODS THAT CANNOT OTHERWISE BE UTILIZED.

SETUP

- ❖ ORDERS ARE SERVED WITH HIGH QUALITY DISPOSABLE WARE. OUR DELIVERY PERSONNEL WILL SET UP YOUR ORDER WITH A TABLECLOTH, ALL UTENSILS AND CONDIMENTS REQUIRED FOR YOUR SERVICE.
 - ❖ ENVIRONMENTALLY FRIENDLY PACKAGING AVAILABLE UPON REQUEST WITH ADDITIONAL COST.
- ❖ IT IS THE CLIENT'S RESPONSIBILITY TO PROVIDE ACCESS INTO THE BUILDING (IF REQUIRED) AND TABLES ON WHICH TO PLACE THE FOOD.
- ❖ CHINA, EXTRA LINENS, FLOWERS, WAIT STAFF AND OTHER CUSTOMER SERVICES ARE ALSO AVAILABLE AT AN ADDITIONAL CHARGE.
 - ❖ CHINA SERVICE FOR COFFEE BREAK \$1.50 PER PERSON
 - ❖ CHINA SERVICE FOR COCKTAIL RECEPTION / FULL MEAL \$2.75 PER PERSON

CLEANUP

- ❖ CLEANUP IS NOT INCLUDED IN THE PRICING FOR ORDERS DELIVERED ON DISPOSABLE WARE. IF REQUESTED AT THE TIME OF THE ORDER, CLEANUP SERVICES CAN BE PROVIDED FOR AN ADDITIONAL CHARGE.
 - ❖ ORDERS THAT SPECIFY SERVICE ON CHINA INCLUDE CLEANUP IN THE PRICING.
- ❖ ANY UNRETURNED CATERING EQUIPMENT WILL BE BILLED TO THE REQUESTING PARTY AT FULL COST.



OUR BALANCED CHOICES SYMBOL IDENTIFIES OUR HEALTHY EATING SELECTION.

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