

IV. ***Seminary Dining Services/Catering Policies***

Upper Crust Catering the sole provider for all food and beverages required for events being held in Seminary facilities and/or grounds, is dedicated to providing the highest quality service to the faculty, staff, students, and guests of Louisville Seminary.

The Dining/Catering department is comprised of a well-trained culinary staff and service personnel who operate under the direction of a professional management team. Whether you are planning a meeting, retreat, conference, social or corporate event, or a formal or casual gathering, Upper Crust offers a wide variety of menu options and can create delightfully inspired menus tailored to your desires.

Please note: Events host(s) and/or their guests are prohibited from hiring other catering agencies and/or bringing food or beverages into campus facilities for the purpose of distribution during events.

A. **DINING SERVICES:**

Have a Blessed Day Café

The Seminary's **Blessed Day Café** offers cafeteria-style meal plans with a variety of options for a complete, well-balanced food and beverage arrangements. The café serves lunch (e.g. soups, salads, sandwiches, and dessert) daily **Monday-Friday from 11:30 a.m. to 1:30 p.m.**

Cafeteria-style meal plans for group functions being held on campus can be pre-arranged in the Café for breakfast, lunch and dinner. Requests for this service must be submitted through the **Virtual EMS** system using the **Cafeteria Line-Service** entry within the **Upper Crust** section. Requests must be submitted at least **five business days** in advance of your event date. Upper Crust will confirm your meal service needs by email within **three business days** upon receipt of your Virtual EMS request.

The Café accepts cash, credit and debit cards as forms of payment by individuals through the cafeteria line-service. Events sponsored by Seminary departments may use departmental vouchers as a form of payment. Vouchers will be tallied daily and invoiced to the sponsoring Seminary department listed on the Voucher within seven business days. The Vouchers will be attached to the final invoice for verification of charges.

The Café is **CLOSED** during all holidays that are observed by the Seminary.

B. **CATERING:**

Planning a Successful Event

Catered functions may be arranged through **Upper Crust Catering at (502) 896-6114** or by email at info@uppercrustinc.com. When planning your event, bear in mind that larger, more involved events require a significant amount of planning and coordination. We recommend that you place your order as early as possible to ensure a smooth flowing event. For popular dates such as Commencement and Board of Trustees weekends, more advanced planning is advised. Please remember to indicate if there are any guest with dietary restrictions. Every effort will be made to accommodate any special needs pertaining to dietary restrictions or preferences if notification has been given at that time of confirmation signing or before. Our ability to provide adequate service and supplies decreases greatly if notification is not provided in advance.

Scheduling Your Event

Preliminary menu arrangements are highly recommended as early as possible, but must be made and confirmed at least five business days in advance for our staff to meet your needs and expectations.

At the time you book your event, the following information will be required:

- Name, email, and phone
- On-site contact name

- Department name
- Day & date of event
- Location of event
- Start & ending times of event
- Type meal service required (e.g. sit-down served or buffet meal, box lunch, and etc.)
- Dietary restrictions
- Estimated number of guests attending the event.
- Method of payment (e.g. departmental account number, cash, check, or credit)

The following steps outline the catering request process:

- Event host will complete a catering request order using the Seminary’s Virtual EMS system and submit it for confirmation. When using the Special Notes or Custom Order entry points in the system, please be very thorough and detailed. **(Please be sure to include any food allergies or sensitivities in your order!)**
- Once a catering request has been received by Seminary Catering an Event Proposal will be created outlining the details and pricing for the event menu.
- Seminary Catering will then forward an Event Proposal and Contract to the event host via email for their approval and signature.
- Event host reviews menu proposal for accuracy, head count and set-up requirements and then signs and returns the Event Proposal to Seminary Catering via email (info@uppercrustinc.com) or fax (502) 896-6114.
- Upper Crust Catering will confirm that the order is received and schedule it on the master calendar.

*Please Note: Any revisions in the original Catering Proposal are to be entered into the Virtual EMS system by the event host first and then communicated verbally to Upper Crust Catering so that they may retrieve these changes and update the Event Proposal.

Guaranteed Attendance

To ensure appropriate service preparation, all cancellations and/or changes referring to the menu, guest count, and set-up arrangements, must be finalized at least **five business days** prior to the event date. Our ability to increase the guest count guarantee after the deadline (i.e., less than five business days prior to the event date) will be permitted up to **(24) hours** prior to the event. Any **decrease** in the number of guests made after the guarantee deadline **will not** reduce the quoted cost of the event. If a final guarantee is not submitted, the original contracted guest count will be used for billing purposes. We will bill for the actual number in attendance or the guarantee, whichever is greater.

Event Day	Guarantee Due By
Monday*	Prior Monday
Tuesday	Prior Tuesday
Wednesday	Prior Wednesday
Thursday	Prior Thursday
Friday	Prior Friday
Saturday & Sunday	Prior Friday X2

*If the Monday prior to your event is an observed Seminary holiday, guarantees will be due one day earlier than the above stated.

Pricing, Availability & Service Charges

Our **Full Catering Services Menu** contains the description and prices for all of our food and catering services, including the details about special packages that are designed to simplify the planning process. This menu can be obtained by visiting the Seminary’s website and/or Virtual EMS.

Menu items and pricing are subject to change due to fluctuating market conditions without notice until a proposal and signed contract have been executed. Orders placed and confirmed **five business days** or earlier that provide a Seminary Financial Reporting System departmental account number to be charged at the completion of your event will receive **(15%) discount**. This discount applies to the listed pricing on the Food and Beverage (non-alcoholic) for Seminary related events. The discount **does not** apply to outside groups visiting the campus and/or hosting events on campus. Complete planning including your signed catering agreement received by the catering office, final guarantee and set-up details are required with no changes thereafter in order to qualify for Seminary discount.

As a courtesy to our community, Seminary Catering does not add an industry standard service charge. We also do not charge gratuity.

Event Confirmation

Once the details of your event have been finalized, we will email your confirmation(s). Please carefully review all information for accuracy and completeness. If you have questions or changes, please contact the catering office immediately. Your signed catering agreement must be returned to Seminary Catering at least **five business days** prior to your event date. This is a necessity in order to ensure the success of your event.

Late Bookings

Events booked with less than **(72) hours'** notice **may or may not** be accepted based on availability of food product, wait staff, and/or could incur additional charges in order to cover last-minute alterations and ordering.

Cancellations

No catering charges will apply if cancellation of events or menu items are made at least **two weeks** prior to the event date.

No refunds will be provided if cancellation of events or menu items are made fewer than **two weeks** prior to the event date.

Events cancelled due to inclement weather resulting in cancellation or closing of the Seminary are subject to charges based on what cannot be absorbed into the ordinary catering production.

Deposits, Billing & Payment

Seminary departments paying by the Seminary Financial Reporting System are required to provide, at time of booking or upon confirmation, their departmental account number that is to be charged following the event. It is each department's responsibility to ensure we have the correct account number. Your departmental account number will be charged the actual number of guests or the guarantee, whichever is higher at the conclusion of your event. For Seminary departments or groups paying by cash or check, payment is expected within **seven business days** following the event.

Leftover Food Product

Due to state health regulations and liability concerns, and for the safety of our guests, food not consumed **may not** be taken from catered events and **will not** be packaged for removal from the premises. Upper Crust Catering will not be held responsible for food items removed from the catered event. .