

Policies and Booking

Booking an event is easy. We ask that you follow these guidelines to ensure timely, accurate service.

Booking Your Event

Step 1: Choose your menu from our menu listing. We have carefully selected menus, which appeal to varied tastes. However, we can prepare custom menus for any functions. Please call our Catering Director for information. Call us at 924-8142. Fax us at 982-3957.

Step 2: Fill out the Catering Request Form completely. It must have the proper authorization signature, charge code and purpose of function. Refer to your "Internal Catering Policy" for questions regarding approval and charge codes.

One function per request. This also includes functions occurring on the same day but at different times.

~~**Step 3:** Make sure that the function location is accessible at least fifteen minutes prior to your event. You should make all arrangements for the provision of tables, chairs, and their set-up. Our staff is not responsible for arranging any furniture.~~

Step 4: Fax your completed form to 982-3957. You will receive confirmation of your event by fax within 48 hours. Please don't ask us to take your order over the phone.

Policies

- We request two weeks prior notice for booking large reservations.
- For all other orders please order at least 48 hours in advance, to allow us to provide you with better service, and guarantee availability. We will make every effort to accommodate last minute requests. However, we may have substitutions, subject to availability.
- ~~• We have a minimum late fee of \$15.00; this nominal fee is for all orders received less than 48 hours (two business days) prior to the event. Unscheduled orders with for all orders received less than 48 hours (two business days) prior to the event. Unscheduled orders with additional staffing requirements may be subject to additional charges."~~
- There is a minimum order charge for any event of \$15.00.

Delivery: A \$15 delivery fee is charged for all deliveries **except** those in Hospital East, Hospital West Complex, Jordan Hall, Primary Care Center and McKim Hall.

Confirmation: Your request will be confirmed by fax within 24 hours. If you do not receive a confirmed fax your request has not been received. At this point you need to either refax your request or contact the Catering office.

Policies (cont)

- We require an estimated count at the time of your reservation, and a guaranteed count 48 hours prior to the time of your event
- We provide disposable dishware for all functions at no charge. You may also order our Scrollware, which is a sturdy, clear plastic, for \$.50 per person. If you require china, a service charge quote for the cost will be obtained for your function.
- All room locations must be reserved through the respective building coordinator, except for Dining Conference Rooms 1,2,3 in the main hospital and the Magnolia Room, which are reserved through Nutrition Services (**4-2287**). Any furniture or room arrangements must be made through the hospital physical plant. Morrison employees are prohibited from setting up or breaking down rooms.
- ~~There is a \$75.00 cleaning fee for any outside catering brought into our Dining Conference rooms.~~
- We provide necessary utensils and serving pieces for all our catered functions. You are responsible for paying for all missing or damaged equipment

Policies (cont)

Weekend and Evening Events: All weekend functions and events occurring after 6:00pm Monday through Friday are subject to overtime labor charges of \$20 per hour per hour per employee.

Changes to an Event: Any and all changes must be put in writing and faxed to the Catering Department. If the number of guests changes we must be notified 48 hours prior to the function. All charges will reflect the guaranteed number of guests given 48 hours prior to the event.

Cancellations: Cancellations and attendance guarantees should be received no later than 48 hours in advance of the catered event. Events that are not cancelled will be billed at the guaranteed number.

Alcohol: The Catering Department has an ABC license to serve Beer and Wine. However, The Alcohol policy of the UVA Health System must be followed. A copy of an approved alcohol policy request form must be received by the Catering Department prior to the serving of any alcohol.

All Prices are subject to change without notice.

*Nutrition Services
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