

# ROANOKE COLLEGE CATERING SERVICES

## Policies & Procedures

Roanoke.edu/Catering  
[Catering@Roanoke.edu](mailto:Catering@Roanoke.edu)

# Roanoke College Catering Policies & Procedures

## Placing an Order

Plan your event, select your menu, and place orders online at [Roanoke.edu/Catering](https://www.roanoke.edu/Catering). You may also submit a Special [Catering Event Request Form](#) (via Forms on Inside Roanoke) to [catering@roanoke.edu](mailto:catering@roanoke.edu). If we may offer any support to help you plan your event, please call 540-375-2328.

## Reserving a Room

You may learn more about room [reservations and scheduling](#) on Inside Roanoke. A room reservation must be confirmed before we can finalize catering services on the Roanoke College campus. The Cavern requires a specific [facility contract](#). This form is also available on Inside Roanoke.

## Ordering Timeline and Guaranteed Deadlines

In order to meet your event needs, we recommend booking your event at least 14 days in advance. Roanoke College Catering (RC Catering) will make every effort to accommodate requests submitted less than 14 days in advance, but limits to services or menu items may be restricted. Events requested and confirmed within 72 hours of event may incur a \$50.00 late booking fee. Approval of events will be determined by business capacity, staffing, and production availability.

**Event quotes with final guest counts must be signed and returned no later than 7 days prior to your event.**

## Event Cancellations

Please notify RC Catering of all cancellations as soon as possible. In order to minimize cancellation fees, we recommend cancelling events **at least 10 business days prior to your booked event**. Fees for event cancellation may be applied for events cancelled within:

- 7 Calendar Days- any fees incurred for purchasing food or beverages which may not be returned.
- 7 Business Days- any fees incurred for rental services or expenses that may not be cancelled.
- Within 72 hours of event- 50% of event quote or forfeiture of deposit, plus any fees incurred for rental services, food, and/or beverages which may not be cancelled or returned.
- 24 hours of event- 100% of event quote.

In the event of inclement weather or other public emergency for the event location, cancellation will be accepted given the roadways are dangerous for travel, or when otherwise recommended by public authorities.

## Right of First Refusal

Please understand that Dining Services has the right of first refusal in campus buildings when department funds are being used, and within the Colket Center regardless of payment fund type being used.

## Delivery

On-campus events outside of the Colket Campus Center require a contract minimum of \$75.00 for delivery. A \$25.00 delivery fee will be applied to delivered on-campus events who don't meet the order minimum.

Off-campus events require a minimum of \$250.00 for delivery. Delivery fees for *off-campus* events will be based on mileage from the Colket Campus Center:

- <10 miles- \$25.00
- 10.01-15.00 miles- \$50.00
- 15.01-20.00 miles- \$75.00
- >20.00 miles- \$100.00, plus \$5.00 per mile over 20.00 miles

## Equipment

All equipment provided for events without an RC Catering representative ("attendant") event shall be the responsibility of the contracted group. Missing equipment will result in replacement value added to the billing invoice.

## Food Safety

RC Catering follows the Virginia Department of Health Guidelines and all applicable food safety protocols. Foodservice for catered events with food and/or beverages requiring time and temperature control may not exceed 4 hours. Food and beverages may not be taken from any event, and we will not provide take-away/carry-out/to-go containers. We cannot accept the liability for potentially mis-handled food or beverages when removed from a function.

## Alcohol Service

It is our policy to not serve guests known to be intoxicated, or who exhibit behaviors of intoxication. In the event that there are any disruptions or interactions with rude, disruptive, or unruly guests as a result of our alcohol service policy, we will discretely approach the client's event contact, and we will discontinue alcohol service to said guests.

Alcohol will only be served to, and must only be consumed by, guests of legal drinking age. We will request identification as appropriate. Alcohol may only be consumed within the designated boundaries, and may not be removed from the premises.

## Additional Charges

All prices quoted for plated and buffet meals include china, glassware, flatware, and linen/skirting for buffet tables and table covers for dining tables. Prices quoted for snacks, breaks, hors d'oeuvre setups, etc.. include linen/skirting for tables for food and beverage. Additional linen requested for non-dining tables (i.e. gift or check-in/registration tables) are available for \$5.00 each for stocked linen, and \$20.00 each for non-stocked or special-order linen. Color options may vary and are dependent on availability.

## Gratuity

Event quotes do not include gratuity payments for RC Catering staff. If you feel that our team has fulfilled our mission of providing excellent culinary and hospitality experiences, you are invited to include gratuity with the payment of the remaining balance for your event. We appreciate the consideration and the financial recognition of our hard-working staff.

## Roanoke College Department Purchases

Departments who wish to use a Roanoke College fund code for payment must provide the code at the time of booking. In order to further add value to the Roanoke College community, event contracts paid with Roanoke College department codes will receive a 15% discount for items posted on RC Catering's online menu. Discounts will not be applied to off-menu or customized menu items. Alcohol, linen, delivery, setup, and service staff fees are not eligible for the discount.

Student Meal Plan swipes may NOT be used for catering services.

## Taxed and Tax-Exempt Events

All applicable state and local taxes will be applied to eligible purchases. Tax Exempt organizations must provide a current tax exemption certification at the time of booking to be eligible for tax-exempt invoicing.

## Payment Terms

For non-Roanoke College department events, a deposit in the amount of 50% of the total event quote will be due with the signed, returned event contract. Accepted forms of payment are cash, check, and credit card. The remaining balance will be billed by invoice and will be due within 14 days of the event date.

Roanoke College department events will be invoiced within 72 hours of the event date.

Payments not received within 30 days of the final invoice due date may be subject to a late charge of 3%. Payments not received within 60 days of the final invoice due date may be subject to a late charge of 6%.