

## BOOKING INFORMATION

### ■ Room Reservations

Please call (269) 387-4860 if you would like to hold your event at the Bernhard Center. Details concerning the estimated number of guests, table arrangements, audiovisual requirements and room set up will be discussed at this time. We want to give you the finest service, so it is important that you book your date, closely estimate your attendance and plan your menu with as much notice as possible. If your event will include alcohol, please review the Alcohol Policy Information.

### ■ Building and Room Access

Many buildings on campus have different hours of operation. It is the responsibility of the client to ensure that we will have timely access to the building and the location within the building. Event timing may be affected in the event that we are unable to enter the building or the room.

### ■ Pick-Up Food Service

We welcome pick-up orders! There will be no service charges assessed for pick-up from the WMU Catering office in the Bernhard Center, room 150.

### ■ Service Charges

- The minimum charge for full service events is \$250.
- A 20% service charge will be added for catered events held at the Bernhard Center and at off-premise locations.
- A \$25 drop-off charge will be included for orders less than \$100.
- **Free delivery** is available for on-campus orders over \$100, and off-site locations within ten miles of Western Michigan University.
- **Free pick-up** service is available in the WMU Catering office at the Bernhard Center.

### ■ Menu Selection

Your menu details should be finalized with the WMU Catering office at least four weeks in advance. A contract will be provided for your approval and signature, which will list all catering arrangements and applicable charges.

If you select to offer your guests a choice of two entrees, please note that the higher entrée price will be charged for both selections. You will be asked to provide a count of each entrée five (5) working days prior to your event. To indicate each guest's menu selection, name tags, place cards or another designation must be provided at each place setting at the event.

We are happy to review menus and recipes of your choice, with the appropriate lead time of at least four weeks prior to your event.

### ■ Food and Beverage Policy

No food and/or beverage may be brought into the Bernhard Center. All meals served after 8 p.m. will be assessed overtime charges.

In compliance with state health regulations, all leftover food remains the property of WMU Catering and will not be given to the host or guests following a catering event.

■ **Linens**

White tablecloths and napkins are provided for all meal functions. It is standard policy to skirt all serving and head tables. Tablecloths are available for rental if used for any non-food event at an external location, or in the Bernhard Center. Sizes include 52" x 120" and 81" x 81". Colored linens are available for an additional charge.

■ **Guarantee Policy**

A final guarantee of the number of guests is required five (5) working days prior to your event. WMU Catering will prepare food and set the room for 5% above the guarantee figure on full service meals, for a maximum of 15 additional guests. Bag or box lunches and breakfasts are prepared for the guaranteed number of attendees only.

We appreciate any estimates you can provide seven (7) days prior to your event. Substantial increases in the final guarantee above the original estimate may alter menu availability. Billing will be based on the final guaranteed number of guests or the number of meals served, whichever is higher.

■ **Payment**

Final payment for your event is to be made seven days prior to the date of your event, unless your organization has prearranged and is approved for direct billing. For direct bill accounts, payment must be made within 30 days of invoice receipt, or a finance charge will be applied. If questions regarding your bill arise, please call the Bernhard Center office for all Bernhard and off-premise events. All prices are subject to applicable service charges and Michigan sales tax.

■ **Cancellations**

Cancellations must be made no later than seven (7) working days prior to the event to avoid late charges. Cancellation of a food and beverage event less than seven (7) working days will be subject to appropriate food preparation and labor charges.

■ **Seating**

Standard banquet seating is at the Bernhard Center at round tables of eight. Alternate arrangements may be made to accommodate special requests.

■ **Decorations**

Any decorations provided by the client need to be coordinated with the Bernhard Center office. No glitter, masking tape, scotch tape, nails, tacks, etc. are to be used on any painted or veneer surface. Please ask for our assistance in hanging banners, etc. If the rules are violated by guests, members, or outside groups contracted by the client, the client is responsible for any damage to the premises or equipment. Damage charges will be assessed and charged to the client and/or group to cover the necessary repairs.

The Bernhard Center and WMU Catering assumes no responsibility for damage and/or loss to any merchandise and/or personal items left in our banquet facilities or meeting rooms. This applies during set up (prior to the event), during the event and after its conclusion.

■ **Weather**

The Bernhard Center and WMU Catering are considered essential services of the University and remain open regardless of weather. In the event of extreme weather conditions that may result in campus closures, our office will contact you with deadline cancellation times. We also appreciate on-campus departmental notification on these days, if you are canceling your event.



## OFF-PREMISE EVENT INFORMATION

*For all events held outside of the Bernhard Center*

Any event not held at the Bernhard Center is considered an off-premise event. WMU Catering commits to off-premise deliveries and catered events on a “first come, first served” basis, and reserves the right to decline business outside of the Bernhard Center based on daily event volume. By controlling the number of events catered each day, it is our intention to give each client quality service.

- Any full service off-premise catered event will be assessed a 20% service charge.
- Any deliveries or events booked within 24 hours will be assessed an additional \$15 late charge.
- It is the client’s responsibility to provide all necessary tables, chairs, access to running water, electricity and a food service staging area.
- If your event will include alcohol, please refer to the Alcohol Policy Information.

### ■ Delivery Service

- Free on campus delivery for catering orders over \$100.
- A delivery fee of \$25 will be assessed for on-campus deliveries of \$100 or less.
- Free off-premise delivery for sites within ten miles of the WMU campus. Minimum \$100 order.
- Delivery beyond ten miles is subject to additional charges.

### ■ Levels of Service

- Disposable paper ware is provided for all off-premise deliveries and catered events.
- Upgrade to quality plastic ware for \$2 per person.
- China service available for \$5 per person.

### ■ WMU Catering Corkage Fees

- *Full Bar Corkage Fee*, \$6 per person  
Includes bartenders, mixers, garnishes, plastic ware and ice.  
Glassware available for an additional \$5 per person.
- *Beer and Wine Service or Wine Service*, \$5 per person  
Includes service personnel, plastic ware and ice.  
Glassware available for an additional \$5 per person.

### ■ Policies

- Table and chair rentals can be arranged through WMU Catering or you may arrange for rentals from an outside source.
- The timing of set up and teardown of tables, chairs and other equipment must be coordinated with WMU Catering. Labor costs will be determined accordingly for both on- and off-site service.
- White linens are included for served and buffet meals. Linens for break services, meetings and receptions will be charged \$3 each.
- Colored linens are available for an additional charge.
- Complimentary hurricane candles or votive candles are provided upon request for guest tables with served and buffet dinner meals.
- Transportation charges for staff, food and equipment may be applicable depending on location and/or size of event.
- For deliveries, a replacement charge will be charged to your account for any equipment not returned. Pick-up times must be prearranged with WMU Catering at the time of booking each event, and we will make every effort to comply with the scheduled pick-up request times. It is imperative that access is provided to both the building and the room for which catering has been requested.
- WMU Catering is considered an essential service of the University and remains open regardless of weather. In the event of extreme weather conditions that result in campus closure, our office will contact you with deadline cancellation times.
- In compliance with state health regulations, all leftover food remains the property of WMU Catering and will not be given to the host or guests following a catering event.



## ALCOHOL POLICY INFORMATION

### ■ Legal Use

- The service of alcoholic beverages is governed by state, federal and local laws, as well as the WMU Board of Trustees.
- WMU Catering is required by University policy to control and handle all aspects of alcohol service.

### ■ Restrictions

- Student groups and Registered Student Organizations are prohibited by University policies from hosting events that include alcohol.
- Western Michigan University, at our discretion, reserves the right to refuse the privilege of alcoholic service to groups.
- Individual guests may not bring in their own alcoholic beverages to any event catered by Western Michigan University. If beverages are brought into the event site, the host of the event will be notified. Beverages will be confiscated by WMU Catering personnel.
- No alcoholic beverages provided by WMU Catering may be removed from the event site.
- University policy does not permit the serving of alcohol to University departments on campus until 5 p.m., Monday through Friday. During working hours, the campus shall remain alcohol-free unless approved by the WMU Office of Business and Finance.

### ■ Facilities

- The Bernhard Center and Gilmore Theatre/Miller Auditorium complex are licensed facilities, therefore all alcoholic beverages in these facilities must be purchased and served through WMU Catering.
- It is the responsibility of the client to obtain written permission from the WMU Office of Business and Finance to include alcohol service for catered events held on campus in any other building or location.
- For locations other than the Bernhard Center and Gilmore Theatre/Miller Auditorium complex, WMU Catering is required to serve alcoholic beverages provided by the client. Applicable corkage fees will apply.

### ■ Individual Service

- Alcohol will only be served to individuals of legal drinking age with picture identification.
- WMU Catering personnel reserve the right to refuse service to any individual attending an event, if proof of legal drinking age is not demonstrated or if he/she is impaired by the use of alcohol.
- WMU Catering reserves the right to refuse alcohol service to anyone providing alcohol to minors or to any individual who has been “cut off.”

### ■ Responsibility

- WMU Catering does not serve pitchers of alcoholic beverages, “shots”, “shooters”, or “double” cocktails.
- WMU Catering bartenders are trained in alcohol awareness and safety procedures.
- Alcoholic bars may be closed early at the discretion of WMU Catering management.
- The host of the event will be notified of intoxicated attendees for appropriate action to be taken.