

# *Policies and Procedures*

*Community and Guests of the University*

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## ***Bolger Distinctive Services and Cuisine***

Bolger Distinctive Services and Cuisine are provided in the Bolger Conference Center in the six conference rooms on the second floor and occasionally in the Campus Grill, located on the first floor. Arrangements for events should be made with a staff member in the Catering and Conference Services office at (717) 872-3443. For every event, a work order will be provided to the sponsor for approval in advance of the event. The catering and kitchen staffs use these work orders for procuring and preparing food and setting up events. Please review the details on the work order carefully, making any edits or corrections before returning it to a staff member, as once it is approved it becomes a critical tool for achieving a successful event. The Bolger Conference Center is available for use by local non-profit organizations, business partners, corporations, friends of the University and private parties for catering and meeting needs. (Other locations are available on a limited basis for business partners and non-profit organizations through special arrangements with the Catering and Conference Services office. Special catering services are also available for these locations).

### ***Deposits***

A deposit equal to the room rental fee is required to reserve a room in the Bolger Conference Center at the time of reservation. Checks should be made payable to "Millersville University" and submitted to the Catering and Conference Services office.

### ***Room Rentals***

No fees will be incurred for events that utilize a served or buffet breakfast, lunch or dinner. For meetings, breaks, or light receptions, the following room rentals will apply:

Audubon, Matisse or Kline Dining Rooms....	\$55.00
Old Main Dining Room or University Room .....	\$90.00
Lehr Dining Room .....	\$175.00

### ***Providing a Guarantee***

An estimated count of the expected number of guests is required at the time the reservation is made. Updated counts are required five (5) working days prior to the event, and a final count or guarantee must be submitted to the Catering and Conferences Services office three (3) working days prior to the event. The sponsor is responsible for 95% of the final count or guarantee for served meals and 100% for breaks and buffets.

Catering and Conference Services office will be prepared to serve 5% over your final count. If there is a further increase in the number of guests above the final guarantee and beyond the 5%, the catering staff will try to accommodate the extra guests, but there will be a 15% surcharge added for each additional meal.

### ***Special Supplies and Decorations***

Bud vases with fresh flower arrangements will be provided for each service table at no additional charge and will remain the property of University Dining and Conferences Services. Colors will match the décor of the room – specific flowers or colors cannot be specified by sponsor. Any flowers removed by guests at the event will be charged to the event sponsor's account. Sponsors may provide their own flowers. The purchase and placement of other room decorations are the responsibility of the sponsor, and their placement must have prior approval from University Dining and Conference Services. These other decorations must be removed and discarded by the sponsor.

### ***Food Quantities and Leftovers***

Food quantities and costs for events are calculated in a manner that ensures that ample food will be available for the number of guests that have been guaranteed. If any food remains at the conclusion of the event, it becomes the property of Millersville Catering and Conference Services. Health and safety laws dictate the proper removal and disposal of leftover food by the catering staff.

## *Audio Visual Equipment*

### **Lehr Dining Room**

Lehr Dining Room is equipped with a state-of-the-art audiovisual system which includes two built-in retractable screens and dual-mounted projection units. The cost to use the system is \$100.00 for one and \$150.00 for the dual units per day. This fee covers the use of a touch pad command center at the podium, cost of the equipment, one half-hour of technical service assistance for initial training and set-up and choice of one or all of the following components: DVD Player, single CD player, laptop connection into system, Internet access and usage of a VCR. The rental fee is not subject to a fee waiver because of the costs of upkeep and maintenance for the system. If the sponsor chooses to bring their own audiovisual equipment, the rental fee for the use of the retractable screen and cart will be \$35.00 per screen.

### **Audubon, Matisse, Old Main, Kline and University Rooms**

Black and Gold Services subcontracts with Student Services, Inc. for audiovisual services for events scheduled in the Bolger Conference Center. The equipment is supplied on a first-come, first-served basis. A list of rental fees is available from the University Dining and Conference Services office. Internet accessibility is available in all rooms in the Bolger Conference for a fee of \$50.00 per day.

## *Service Charges and Cancellations*

All food charges are subject to an 18% service charge. Non-profit organizations will receive a 5% University discount on food charges.

Charges for all events are on a per person basis. In buffet service, quantities are made based on the anticipated normal consumption of each guest. No credit will be issued for leftover food or unused items. Meals served before 7:00 a.m. and after 6:30 p.m. will be assessed a 10% labor charge due to the need for overtime. Additional charges may also be assessed if any events extend beyond the contracted times. Changes to the meeting room set-up after the room has been set, per the contract, can result in additional charges. There will also be an additional charge if the event timing varies more than fifteen (15) minutes from the time listed and approved on the work order. If a dance floor is requested, there will be a \$50.00 dance floor set-up charge. Luncheon prices can only be used if event is completed by 3:30 p.m.

Prices for events held in Bolger Conference Center include all china, silverware, linen and table skirting. Catering and Conference Services will not accept any responsibility for damage to or loss of any merchandise or articles left in Bolger Conference Center during or following the sponsor's function.

For weddings, sponsor will provide wedding cake. Meal price listed in the Bolger Distinctive Services and Cuisine menus will not be reduced because a dessert is not needed as it offsets the time for cake cutting and handling.

Reservations cancelled within twenty-four hours of the event will be charged for any special food purchased which may have been made in preparation. A room rental fee will be assessed for the inability to reschedule the room.

# *Alcohol Information*

Catering and Conference Services does not purchase or supply alcoholic beverages for functions. The use of alcohol on the University campus is limited to the Bolger Conference Center and must be pre-approved by the administration of the University. Catering and Conference Services reserves the right to refuse an event if there is an implication that alcohol is the primary interest of the function, group or organization. Alcohol is to be used as an enjoyable enhancement to an event, not the sole reason for it.

The sponsor/organization **MUST** adhere to the following guidelines concerning alcohol. There will be no exceptions made during either the planning stage or the event itself regarding these issues. Any person or persons with a vested interest in the event should be well-informed of these guidelines:

- The maximum amount of time that alcohol will be served is three (3) hours; however, there may be a one (1) hour reception prior to the meal provided the bar is closed during dinner
- All details of alcohol service for an event must be discussed with the Black and Gold Catering representative during the planning stages of the event; no kegs or tap systems are permitted.
- One member of the organization or party must drop off the alcohol in the Catering and Conferences office prior to event.
- No individuals may bring their own alcohol to the event.
- The Catering staff must serve ALL alcohol. No alcohol will be placed on tables for guests to serve themselves (i.e., wine bottles on the table, alcoholic punch, etc.)
- The Catering staff will enforce rules regarding alcohol consumption in accordance with PA State laws and University policies.
- If requested, a champagne toast with dinner may be served by the catering staff at no additional cost to the sponsor, however advance notice is required and sponsor will provide the alcohol.
- There will be a \$25.00 per hour manager charge for any time period after 9:00 p.m. that alcohol will be served.

For events where the sponsor will be providing beer and wine for a three (3) hour period, the following will apply:

- There will be a \$2.00 per person mixer/set-up charge.
- Catering and Conference Services will provide the sodas, water, set-up and service ware.
- There will be a \$15.00 bartender charge for every 100 people during the time alcohol is served plus an hour for set-up and tear-down.

For events where the sponsor will be providing alcohol as well as beer and wine, the following will apply:

- There will be a \$4.00 per person mixer/set-up charge.
- Catering and Conference Services provides the sodas, tonic, ginger ale, club soda, sour mix, cranberry and juice, water, set-up and service ware.
- There will be a \$30.00 bartender charge for every 100 people for the time alcohol is served plus an hour for set-up and tear down.

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