

We recommend placing all orders 2 weeks in advance and no less than 3 business days prior to your event. Every effort is made to accommodate all catering requests and events scheduled with less than the requested lead-time may be subject to a modified menu and service adjustments. Please understand that larger and more complex events require more than 3 business days' lead time to ensure your menu choices and service request can be met.

Even if the event is tentative, please contact the Northern Arizona Catering department to reserve your calendar date. When reserving the room, contact Campus Reservations at 928-523-8866. Room set ups, tables, chairs and other equipment arrangements must be made by contacting the Campus Reservations Office. A member of the Catering Office will advise you on the total number of tables needed based on your menu and guest counts. When reserving the room, please allow additional time for set up prior to the start of the event and additional time for clean-up following the event. Use the matrix as follows:

Type of Service	Before Event Starts	After Event Ends
Plated and Served	2 Hours	2 Hours
Buffet with Dining Tables	1.5 Hours	1 Hour
Buffet Only	1 Hour	1 Hour
Reception	1.5 Hours	1 Hour
Break/Beverage Service	.5 Hours	.5 Hours

Your final minimum guarantee of your food order is required 7 days prior to your event. After this date you will not be able to decrease your order, but you may increase your guest count by a reasonable amount up to 72 hours prior to your event. Your event location is required 3 business days prior to your event. If no guarantee is given in this time frame, the estimated attendance count on your confirmation will be considered the final guarantee. You will be billed for the final guarantee or the number served, whichever is greater. If the guaranteed count is increased less than 72 hours before your event, additional charges and modifications to the menu items may apply.

Services must be cancelled no later than 3 business days prior to your event. Cancellations after this deadline will result in a charge of 20% of the estimated/guarantee service number to cover our costs of food and labor. Events cancelled less than one business day prior to your event will be charged 100% of the event. All catering orders received and accepted within 24 hours of the event will be subject to a \$35.00 accommodation fee.

Changes to weekday events need to be made 3 business days prior to the event. Changes to weekend events need to be made by noon on the Wednesday prior to the event. These changes are not considered approved until a revised catering agreement is completed and sent to you for approval. The revised catering agreement needs to be then confirmed by you. In the event we are unable to provide you with a particular menu item, we will notify you as soon as we are aware of the situation and make recommendations for substitutions appropriate to your event and budget.

It is our strict policy that there will be no credit given or carry-out of perishable food not consumed at our events. NAU Campus Catering Services is not responsible or liable for the quality or safety of items removed from the event; removal of perishable items is against policy.

Should adjustments be needed to accommodate special dietary needs or if you require a customized menu, we will work with you to accommodate your requests. Please make these requests as far in advance as possible so that we can ensure delivery of the product to meet your guests' needs. Special dietary needs requested with less than 3 business days' notice may incur additional charges.

Payment arrangements for your event must be received 48 business hours prior to your event. Visa, Master Card, and checks are acceptable forms of payment. We currently bill after the event. This helps to ensure that all pricing is correct (in the event of last-minute additions or price adjustments). We charge the card on file. In the case of a check/ACH, they will be sent an invoice after their event. Non-University clients require a 50% deposit with the signed confirmation, 5 business days prior to the event.

Starting January 1, 2025, Kick Axe Jacks menu catering will default to zero waste for all events: This means that your catering event will consist of reusables for ALL Kick Axe Jacks Menu Catering orders. If your event reasonably requires disposable service this will be provided with an additional charge for the cost of the disposable products.

Kick Axe Jacks Menu orders are limited to Student based organizations and events. All orders will be pick-up only and consist of reusable elements. Reusable service ware will require return within 72 hours of pick up or the customer will be charged a fee equal to the cost of replacement. See below matrix for replacement:

<u>Plates</u>	<u>Cost Each</u>	<u>Cups</u>	<u>Cost Each</u>
9-inch Plate	\$5.80	8oz Cold Cup	\$1.75
6-inch Plate	\$3.40	8oz Hot Cup	\$1.80
12oz bowl	\$3.80	<u>Pans</u>	<u>Cost Each</u>
<u>Silverware</u>	<u>Cost Each</u>	1/2 Pan	\$14.76
Fork	\$0.23	1/2 Pan Lid	\$10.36
Knife	\$0.41	Full Pan	\$26.70
Spoon	\$0.19	Full Pan Lid	\$12.45
<u>Serviceware</u>	<u>Cost Each</u>	<u>Trays</u>	<u>Cost Each</u>
Lg Tongs	\$8.09	Sml	\$9.50
Sml Tongs	\$4.09	Med	\$12.50
Serving Spoon	\$5.94	Large	\$13.30
Slotted Spoon	\$5.19	<u>Useful Bowls</u>	<u>Cost Each</u>
Condiment Spoon	\$3.12	12oz Bowl	\$20.00
Lg Ladel	\$4.01	40oz Bowl	\$20.00
Sml Ladel	\$3.01	<u>Pizza Bag</u>	<u>Cost Each</u>

Pie Server	\$4.11	Black	\$144.85
Cake Knife	\$27.99	Red	\$231.06
<u>Beverage Containers</u>	<u>Cost Each</u>	<u>Cart</u>	<u>Cost Each</u>
2.5 Gal Cambro	\$197.00		\$148.07
5 Gal Cambro	\$147.00	<u>Napkin Dispenser</u>	<u>Cost Each</u>
10 Gal Cambro	\$306.00		\$11.97
<u>Linen</u>	<u>Cost Each</u>		
85x85	\$6.00		
52x114	\$6.00	Napkins	\$1.00

Alcohol Service

The service of alcoholic beverages is governed by campus policy and state law. All events on the Northern Arizona University campus at which alcohol will be served must have prior approval through the President's Office and will be available for a maximum of two hours. Waiver forms may be obtained from Campus Services and Activities (University Room 111) or by calling 928-523-6026. You are responsible for the purchase and delivery of alcoholic beverages for the event.

Unconsumed alcoholic beverages must be removed at the conclusion of the event. Northern Arizona Catering is not responsible for storage of leftover alcoholic beverages. Off campus events are governed by the establishment where the event is held. Bar Tenders are provided by Campus Activities for a fee.

Floral

We will be happy to order, receive and handle specific floral and decorative requests for an additional fee determined in accordance with your specific needs.

All Flavours selections are priced to include service staff sufficient to reasonably execute your catering. The charge for additional service personnel is \$35.00 per hour per person for a minimum of two hours.

As the host of your event, you are responsible for the equipment we have provided for the service. Any missing equipment or equipment damaged by guests will be charged to your account at replacement cost. For customized events, specialty equipment may need to be rented. We can provide this for you at an additional charge.

Linen, Table and Serviceware

While we do not provide tables for the event, we can provide a limited number of cocktail tables with linen for \$28.00 per table. Tables can be arranged when reserving your room. Linen for guest tables is included only with full Culinary Classics. Linen for guest tables for receptions, breaks, boxed lunches and buffets is available at \$8.00 per table.

China – All full-service plated menus are priced to include china. For other catering services at an additional service / delivery charge of \$3.50 per person, we will provide china service.