

# CONVENTIONS AND RESERVATIONS TERMS AND CONDITIONS RELATING TO CATERING

## HOW TO PLACE AN ORDER:

In order to place an order, you must complete the online reservation request form found on [www.reservations.uottawa.ca](http://www.reservations.uottawa.ca) (icon Book It Now on right hand side). The online reservation form is mandatory in order for Conventions and Reservations Services to process the reservation request. Once the online reservation form is received by Conventions and Reservations Services, the Event Coordinator assigned to your file will be responding to your request within approximately 2-3 business days.

We do our best to accommodate last-minute orders within 24 hours, subject to food availability and workload. Infusion Catering reserves the right to substitute like items for orders that are placed less than 72 hours prior to event date to ensure highest quality products are procured.

## ROOM ACCESS:

Note that the caterer requires a minimum window of 45 minutes prior to the start time of the service for delivery and 45 minutes after the end time of the service for pick-up. This is to ensure to meet the overall schedule of the day.

It is the responsibility of the client to ensure the room is accessible and unlocked, as well as the food/bar table ready for the caterer during delivery and pick-up.

Infusion caterer will deliver or service will be ready approximately 15 minutes prior to service time.

## MINIMUM CATERING ORDER AND PRICING:

All orders are submitted to a minimum order indicated in the menu. All items are quoted per person unless otherwise stated in the menu. Prices are subject to change without notification.

Or for customized orders, a minimum of \$80 per delivery is required, pre-taxes and coordination fees (if applicable). Please contact our Event coordinators for any exceptions.

## ALLERGIES AND DIETARY NEEDS:

We do our utmost to accommodate dietary substitutions when possible, but we need advance notice. Additional fees may apply.

The caterer cannot guaranty that there will be no allergen cross contamination, but we have created a unique and high quality allergy program. Infusion Catering follows best practices to prevent cross-contamination and have taken the following measures for our clients with food allergies and special dietary needs:

- meals are prepared in a separate and locked room
- dedicated ingredients and equipment
- recipes and ingredients reviewed by our Registered Dietitians
- staff trained to prevent cross-contamination at every step

The allergy warnings you submitted will be added to the service order submitted to the caterer in order for them to maximize the precautions.

Note that our kitchen cannot provide Kosher or Celiac meals, however we can take care of ordering it through our external supplier on your behalf. Additional fees for the meals will apply.

For any medical reaction due to an allergy, please contact (613) 562-5411 to reach the University of Ottawa Protection Services to obtain medical help.

**LEFTOVER FOOD:**

Due to health and safety reasons, leftover food cannot be packaged or boxed for carry over or take home purpose. The caterer will remove all foods at the end of the event.

**LABOUR CHARGES:**

Servers, bartenders and chefs are charged at \$25 an hour. All service labour charges are calculated at a minimum of four and a half (4 1/2) hours per employee. These charges include 1.5 hours of set-up (starting in the kitchen), 1 hour of teardown (ending in the kitchen) and two hours of service. If your event exceeds two hours of service time, additional hours appear on your final invoice.

Note that the service will be ready approximately 15 minutes prior to the start time of your service.

SERVICE	MINIMUM SERVERS REQUIRED
<b>FOOD STAFF</b>	
Receptions with served canapés and/or wine and cheese	1 server per 30 guests
Buffet, breakfast, lunch or dinner	1 server per 30 guests
Served/platted breakfast, lunch or dinner	1 server per 20 guests
BBQ	2 servers required minimum After 120 guests and additional 1 server per 60 guests
<b>BAR STAFF</b>	
Wine Service at tables	1 server per 32 guests
Bar Service	1 bartender + 1 attendant per 60 guests

**LABOUR CHARGES- STATUTORY HOLIDAYS:**

When staff has to work on recognized statutory holidays, labour charges are double the normal hourly rate.

For the complete Terms and Conditions involving room rental and other suppliers, please visit our website:  
<http://reservations.uottawa.ca/en/event-and-reservation-policies>

**RENTALS:**

Infusion Catering uses outside providers for china, cutlery, glassware, table décor, linen, among other needs. If items are not returned to the rental supplier after the event or if items go missing, clients are invoiced for these after the fact.