

spartan signature catering

Our Policies

Placing an Order

We can plan your menu at the time of booking or, if it is more convenient, our sales and catering manager will contact you at a later date. In order to assure the availability of your menu selections, we request that your complete menu be confirmed two weeks prior to your event.

Once details are completed, Spartan Signature Catering will provide you with a copy of the Banquet Event Order containing your event's catering details. Please review the Banquet Event Order carefully. After confirming that all of the details are correctly written, please return a signed copy of the Banquet Event Order to our office.

Orders Less Than 48 Hours in Advance

Any new food or beverage orders placed within 48 business hours of an event are subject to a maximum of a 20% surcharge.

Event Requirements

All event requirements, menu or other food and beverage selections, should be confirmed no later than 14 days prior to the event date. Changes in event requirements within 12 hours or scheduled starting time will be subject to additional service charges.

Guarantee Policy

A minimum guarantee of attendance must be received three full business days prior to the event. This is the minimum number for which you will be charged. Spartan Signature Catering will provide seating and food for 5% above the designated guarantee count, not to exceed ten (10) in number. An increase in guaranteed attendance will be accepted up to a maximum of 24 hours prior to the event, subject to product availability. The high estimate listed on the Banquet Event Order will apply as the guarantee if not revised three full business days prior to the event. Positively no reductions in guarantee will be accepted less than two full business days prior to the event.

Cancellation Policy and Reduction Policy

By signing the contract, you agree to pay a cancellation fee or reduction fee for the loss of business. The cancellation fee and reduction fee are outlined in your contract and will be due and payable upon invoice. The cancellation policy does not affect any non-refundable deposit, which must be paid under the Contract.

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Pricing

An applicable service charge and the Michigan State sales tax are additional to all food and beverage prices quoted. All Food and Beverage prices are subject to change per market fluctuation with notification.

Substitution and Multiple Entrée Selections

One entrée will be served per event. Substitutions may be made for dietary or religious purposes as long as the number of substitute entrees number less than 10% of the guarantee. Any substitute entrees must be confirmed at time of guarantee or an additional charge for the dietary entrée, as well as, the ordered entrée, will be assessed.

If multiple entrée selections are ordered, a \$1.00 multiple entrée charge will be assessed for each selection when two entrees are ordered. If three entrees are ordered, a \$2.00 multiple entrée charge will be assessed for each entrée selection. Multiple entrée selections will be prepared for the guarantee only (no 5% overage). Any change of entrée at time of the event will be charged, in addition to, the entrees guaranteed and prepared. The client will be responsible for providing nametags or place cards, which indicate entrée selections.

Labor/Bartender Charges

A labor charge of \$50.00 will be assessed for events of less than 20 people (For Functions in the Spartan Football Stadium Tower). A bartender fee of \$75.00 will be assessed on each Hosted or Cash Bar when sales do not exceed \$250.00 per bar, or when an additional bartender is required. A \$25.00 fee for each Hosted or Cash Beer and/or Wine Service, will apply, when sales do not exceed \$150.00 per bar.

Spartan signature catering does not supply bar service to functions unless catering service has been contracted in conjunction to the bar service.

Minimum Orders

Any deliveries made off-campus or to a building on the Campus of Michigan State University, excluding the Breslin Center, the Spartan Stadium Tower, Munn Ice Arena and the MSU Union Building require a minimum food order of \$150.00.

Delivery Charge

A \$35.00 delivery charge will be applied to any deliveries made to a building on the Campus of Michigan State University, excluding the Breslin Center, the Spartan Stadium Tower, Munn Ice Arena and the MSU Union Building. A delivery charge of a minimum of \$50.00 will be applied to any deliveries made to an off-campus location. Off-campus delivery charges are based on location.

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China Fee

China, glassware, white linen napkins, and flatware may be ordered at a \$3.00 per person charge. Spartan Signature Catering will provide all catered events not at the Spartan Stadium Tower or the MSU Union Building with disposable plates, cups, utensils and napkins at no charge.

All plated meal selections require china service.

Billing and Deposits

A non-refundable deposit of 25% to 100% of the anticipated billing may be required at the time of the definite booking, based on the nature of the function. All cancellations must be received in writing.

Direct billing may be requested. An application for credit is to be completed and returned by the date requested for proper processing. Upon approval of credit, a master account will be established. Accounts are to be paid in full, upon receipt of the billing. An unpaid balance is subject to a finance charge.

Charges are expected to be settled prior to the event. Charges will automatically be applied to a credit card number or imprint on file. The credit card will also be used for any incidental charges incurred during the event.

Contracted Liability

Performance of the agreement is contingent upon the ability of Spartan Signature Catering management to complete the same and is subject to labor troubles, disputes or strikes, accidents, government (federal, state or municipal) requisitions, restrictions or travel, transportation, foods, beverages or management preventing or interfering with performance. In no event will Spartan Signature Catering be liable for the loss of profit or consequential damages whether based on breach of contracts, warranty or otherwise.