

STUDENT GROUP / ORGANIZATION CATERING POLICY

Ashland University's Catering & Conference Services provide catering services for all of the campus community's needs. In order to provide your group or organization with the best possible catering experience, we ask that you read and adhere to the following policies when ordering catering services:

Confirmation Agreement

A signed Confirmation Agreement along with an authorized account number or credit card number will be required to confirm Catering Event Orders. If you are using AU student Eagle Card numbers to pay for your event, the correct number of AU Eagle Card numbers must be turned in (3) days prior to your event. Any charges incurred that are not covered by the AU Eagle Card numbers submitted will be charged to your account or credit card.

Building/Room Access

Every building on campus has different hours of operation. It is the responsibility of the client to ensure that we have timely access to their meeting or event space.

Food & Beverages

1. Guarantees:
 - ✓ Final guarantee for the number of guests attending a food service event must be (3) three working days prior to an event.

2. Carry-In and Carry-Out Policy:
 - ✓ No food or beverages of any kind can be brought into a space that we have reserved for your group unless you receive written permission from us to do so.

Additionally, no food or beverage items served may be taken from catered events.

3. Outdoor Service:
 - ✓ Outdoor service of any food or beverage may be subject to additional service fees.

Payment

Payment procedures are simplified and complete with the use of authorized account numbers, AU Eagle Cards and credit cards. We accept Visa, Mastercard, cash, or checks payable to: Ashland University.

All catered events must have a form of payment secured before they are considered definite events. The customer will pay the charges within (10) thirty days upon receipt of the invoice.

Cancellations

Should it be necessary for you to cancel your catering order after the Confirmation Agreement has been signed, there will be no charge or penalty if the cancellation is received 5 days prior to your event date. Cancellations received within 5 days of your event date will be subject to charges as detailed in the Confirmation Agreement.