

CATERING GUIDELINES

Caltech Dining Services (CDS) Catering is a department within Caltech's Student Affairs. As such, all Catering revenue generated is re-invested directly back to the Institute for the betterment of our student community. Our collective of event planners, coordinators, and chefs strive to provide prompt and client-centric service. It is our pleasure to serve you!

HOUSE SERVICE

Your food will be tastefully presented on our standard stainless steel chafing dishes and melamine or metal platters and bowls. Serving utensils and linen for your catered food and beverage table space are also included. Disposable paper goods, utensils, and cups are included for the quantity and selection of food ordered.

We strive to do everything we can to make your event successful. Based on your menu, venue, and/or group size, we may determine that professional service staff may be required to ensure a smooth and timely event. There is an additional fee, and this will be noted on your event order.

ORDER CUTOFFS AND CANCELLATIONS

For your convenience, we accept orders up to one year in advance. Kindly place weekday orders at least one week in advance. A final count will be accepted up to 72 business hours prior to your event. Requests with less than 72 business hours are subject to availability and a late order fee. Cancellations requested within 72 business hours of the event are subject to a 50% order change fee.

For catering on weekends, an additional charge will apply for labor and service; orders must be finalized three weeks in advance to guarantee availability. We are closed on Institute holidays.

DELIVERY AND PICKUP HOURS

We deliver and pickup Monday-Friday from 7:30 AM-8:30 PM. We will accommodate earlier or later requests with advance notice and additional fee to offset CDS staff overtime.

To accommodate requests from across campus, please allow a 15-minute window before and after the delivery time stated on your order. Pickups will be within 45 minutes after the pickup time on your order. We will accommodate a smaller time frame with advance notice; an additional fee may apply.

CATERING SETUP AND EQUIPMENT

Please ensure that there is ample space allotted for your food and beverage. If you are unsure of the space required, please connect with our Catering office for guidance. Additional folding tables and trash cans may be coordinated with Caltech Custodial Services, (626) 395-4717, or rented directly from CDS.

So that your order is setup promptly, please (1) have tables/space available for us at least two hours in advance of your event, particularly if you have ordered hot food, and (2) ensure the building and room where your event will occur is unlocked at least 30 minutes in advance of our agreed upon setup time. Should we be unable to access your event site, we may move on to the next delivery, and return at a later time to setup. CDS does not setup or move tables/furniture, unless previously arranged.

Any CDS platters or equipment missing at the agreed upon pickup time will be added to your final invoice. Please keep our equipment where we drop off and setup.

DELIVERY FEE, SALES TAX, SERVICE CHARGE, AND GRATUITY

A \$12 delivery fee will apply for orders under \$100. Local sales tax applies to orders paid with non-internal Caltech or JPL accounts. It is our pleasure to serve you; therefore, we do not assess service charges or accept gratuities. Any fees charged are not for the benefit of any individual CDS employee.

PAYMENT

We accept Caltech PTAs, JPL charge accounts, and most credit cards. Please inquire directly with our Catering office if you must use another form of payment.

FOOD SAFETY: SERVICE AND REMOVAL

In compliance with Health Department regulations and catering industry standards, all food deliveries are planned for a maximum of a two-hour service period. For the safety of you and your guests, any food not consumed during this time may not be removed, except by CDS.

