
CATERING BUSINESS POLICIES

NEW STREET CATERING
2024



WELCOME

Thank you for considering New Street Catering for your upcoming event. We are a full-service catering company, and we are dedicated to meeting the varied needs of our customers by creating memorable, signature events. Whether it's a meeting break, tailgate party or evening reception, New Street Catering caters to you!

Our services include pick-up, delivery on-premise, delivery off-premise, staffed events on-premise and/or staffed events off-premise.

The following will help to familiarize you with the catering ordering process and polices of New Street Catering. We look forward to delivering you an experience that will exceed all your expectations.

01 | Planning Your Event & Menu

We offer numerous menu options to serve your various event needs. Our menus can be viewed at wcucatering.catertrax.com, or you can request copies to be sent via email at newstreetcatering@wcupa.edu.

Please consider the following when planning your event and placing your order:

- Theme or purpose for event
- Special layout needs (reserved seating, head tables, linen needs, etc.)
- China or disposable table service
- Special diet considerations
- Seasonal food availability
- Program details, awards ceremonies, speakers, etc.
- Bar service needs
- Weather (Is an alternative rain site required?)
- VIP guests

If there is something special for which you are looking and you can't seem to find it on our menus, please give us a call. We'd love to help you create a custom menu featuring exactly what you want for your event. We have experts on hand to help create the perfect cuisine just for you.



02 | Order Minimums

To better serve all of our customers and operate in an efficient manner, we have set order minimums on all of our catering packages. All orders have a \$250 order and a 12-person minimum.

In the event that the menu for your event should fall below our stated order minimums, we will be glad to provide you with a quote to fit your special needs. Orders that come in below the minimum requirements may incur an additional fee.

03 | Dietary Restrictions

Please let us know as early as possible if your guests require any specific dietary needs or alternate meals due to food allergies or dietary restrictions. Our talented culinary team will be more than happy to prepare items suitable for any situation.

***Note:** For severe allergies with potentially anaphylactic reactions, we cannot guarantee full omission of the offending ingredient. This is due to the physical constraints of our own kitchen and that of our specialist suppliers where the ingredients may be present within the production environment.*

04 | How to Place an Event Order

Once you are ready to place an order, contact one of our event professionals at (610) 436-3130, or via email at NewStreetCatering@WCUPA.edu. In general, we ask that you provide us with at least four (4) business days of advanced notice before your drop-off event and seven (7) business days of advanced notice before your staffed event. This allows us to secure everything needed to seamlessly execute your event and menu.

For all events, please let us know your intent to utilize any of our services as soon as possible so that we can add them to our calendars and assist with the overall event planning. We know that our customers sometimes don't find out about an event until the last minute.

please note that we might need to make some substitutions or changes if certain items are not immediately available.

Our offices are open Monday through Friday from 9:00am to 4:30pm. We are also available to meet with you at your event location, in your office or wherever you find most convenient. If you feel comfortable placing your own order online, please feel free to do so by visiting wcucatering.catertrax.com and using our online system. This option is especially useful for placing orders after hours or when your event may not require customization.

Venues and event spaces on campus are booked through the proper office on West Chester University's campus. Our offices communicate regularly to ensure successful event experiences.

05 | When to Place Orders & Sign Confirmations

In order to provide the highest quality of service, we kindly request that orders be placed with four (4) business days of notice before your drop-off event and seven (7) business days of notice before your staffed event. After we have finalized all the details for your event, you will receive a confirmation sheet to be signed and sent back to us. We ask that we have this signed guarantee with two (2) business days of notice before your drop-off event and five (5) business days of notice before your staffed event. This confirmation will include the exact times, location, estimated attendance and menu choices for your event. **If an order is placed less than four (4) business days of advanced notice before your drop-off event and seven (7) business days, we will try our best to accommodate your needs but please note that we cannot guarantee menu selection or any special requests. Charges for late orders may also apply.**

06 | Changes to your Event Order

All final changes must be approved by our office at least guarantee two (2) business days of notice before your drop-off event and five (5) business days of notice before your staffed event. If you do not contact us with a final guest count within the guarantee two (2) business days of notice before your drop-off event and five (5) business days of notice before your staffed event, we will prepare for the original estimated attendance and charge accordingly. If you change an event after this deadline, some of the expenses already incurred cannot be absorbed and will have to be billed.

07 | Cancellations

All cancellations must take place at least two (2) days before your function. If you cancel an event after this deadline, a 50% cancellation fee will be incurred, For events cancelled within twenty-four (24) hours the entirety of the pending bill will be charged.



In the case that an event is cancelled due to inclement weather or the closure of the University, a cancellation fee will not be incurred. A catering team member will reach out prior to the event (if inclement weather is predicted) to discuss event changes and cancellations.

08 | Delivery & Pick-Up Policies

On-premises deliveries start at \$250 and deliveries to off-campus locations start at \$500. Deliveries beyond these parameters, made on weekends or afterhours, that require the catering team to set up additional equipment or that require clean up after your event may be subject to additional fees. Orders may be picked up at 155 University Avenue, West Chester, PA 19383, SECC if applicable.

For all delivery locations, we will need to know:

- Contact name & phone number
- Event start and end time
- Where to enter the building, e.g., through the front door, loading dock, etc.
- Are there stairs? Elevators?
- Is a keycard or additional security clearance needed?

09 | Service Fee

Certain style events may have a service fee added to them. The service fee is 20% of the total bill and covers set up, break down, maintenance, and guest experience.

10 | Staff Information

We will provide the appropriate number of uniformed bartenders, chefs and/or service attendants for you based on the style, service level, location and timing of your event. If you would like additional bartenders, chefs and/or service attendants to serve at your event (e.g., butlering hors d'oeuvres, carving food items, passing drinks, etc.), we are more than happy to provide them at appropriate additional fees.

Staffing rates are as follows:

Bartender

- \$100 per hour
- 1-hour minimum

Chef

- \$100 per hour
- 1-hour minimum

Service Attendant

- \$25 per hour
- 1-hour minimum



11 | Our Service Levels

Events come in all shapes and sizes, each with different goals and purposes. In order to provide the most appropriate services for your event, we offer a range of service levels, styles, and options. The prices shown in our menus include china, linen, disposable service, delivery on campus, set up labor, etc. If you would prefer an alternative type of event, we are happy to provide those at an additional fee dependent on the type of event.

12 | Paying for Your Event

When placing your order, please supply us with the appropriate university account code, as well as any required authorizations, to use for billing. Payment may also be made via credit card (Visa, Discover and, Mastercard), check and cash. **If your group is not affiliated with the university a 25% deposit is required when guaranteeing your event with the remaining balance due the day of the event.**

13 | Food Removal Policy

Due to health regulations, it is the policy of New Street Catering that unused food portions from your event cannot be removed from the event site. Items purchased for pick up should be properly stored prior to the event and removed and disposed of by the host of the event.

14 | First Right of Refusal

New Street Catering is to be the sole provider for all catered events, unless the events are held at the WCU Alumni Foundation Center or the Graduate Center, the event total does not equal two hundred and fifty dollars (\$250), and/or the event is funded by Student Services Incorporated. For any case that New Street Catering is unable to provide their services, a release waiver must be requested from New Street Catering, completed by both the event coordinator and the catering director, and returned, no later than one (1) week prior to the event.

15 | How Else May We Assist You?

While we have included a lot of information about our business practices above, there are several other enhancements available to personalize your event. Please do not hesitate to ask us about other linens, florals, décor, equipment, or services that might be of interest to you and your guests!

