



Guidelines and Procedures

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To support the vision of UCCS, Dining and Hospitality Services has exclusive first right of refusal for all UCCS campus catering and concessions.

General Information

1. BUILDINGS INCLUDED

- This includes all buildings on the UCCS campus: auxiliary buildings (such as the University Center), academic buildings (such as Dwire Hall and University Hall), the downtown space, NCC (cyber security), ENT Center for the Arts, Hybl Center, FDC, Heller House, and administrative buildings (such as Main Hall and Cragmor Hall).
- All outdoor spaces are included, such as the West Lawn. This includes food and beverages sold at UCCS Athletic (and other) events.

2. LOCATIONS EXEMPTIONS WILL NEVER BE GRANTED AT

Catering exemptions may never be granted for events in the following locations:

- a. The Lodge Dining Hall or Roaring Fork Dining Hall.
- b. Retail food establishments such as Clyde's Pub or Café 65.

3. USE OF UCCS KITCHENS

- In addition, University or Contracted groups may not have access to or use UCCS Dining and Hospitality Services kitchen and catering equipment.

4. MENU

UCCS Dining and Hospitality Services Catering has posted [an online menu](#).

5. LEGAL OBLIGATION

It is the Dining and Hospitality Service's legal obligation to safely manage the distribution and consumption of food and beverages on the UCCS campus. Exemptions are reviewed on a case-by-case basis.

6. WHEN A BARTENDER IS REQUIRED

- A bartender is required when alcohol is served.
- All bartenders must be provided by UCCS and be TIPS trained.
- There is 4 hours minimum for bartender service. One hour is needed for setup and one hour needed for cleanup.

7. EVENTS OFF CAMPUS

A delivery charge of \$100 is assessed.

8. GRATUITY

Dining and Hospitality Services Catering does not add an industry standard service charge to campus affiliated events. We also do not charge gratuity or tips.

Exemptions and Clarifications

1. THE RESIDENCE LIFE AND HOUSING PROGRAM has an exemption for programming within the Housing Villages, including the residential spaces of Kettle Creek, Breckenridge, and the Upper Lodge, but does not have an exemption for the Dining Halls.

2. INDIVIDUAL MEALS

Members of on-campus club or department meetings (i.e. brown bag lunches, working meetings, etc.) may bring in outside food for their own individual consumption.

3. DEPARTMENT AND STUDENT CLUB POTLUCKS are permitted within the department's own space or the Student Life office (excluding Student Life Lounge).

4. TABLINGS

- a. Pre-packaged commercially produced food is allowable for sale or give-away. If sold, advance approval from Dining and Hospitality Services and Event Services is required and sales tax must be collected and reported.
- b. No homemade food may be sold or given away (bake sales). Food served on campus must be made in a certified kitchen for the health and safety of campus.
- c. Anything other than pre-packaged food must be coordinated with UCCS Dining and Hospitality Services in advance (e.g. Pancake Breakfast)
- d. Any pre-packaged food items given away or sold should include a list of ingredients for the purpose of identifying allergens.
- e. Contracted clients may not sell any food or concessions.

5. DONATED CATERING FROM DINING AND HOSPITALITY SERVICES

- a. **Contracted events** do not qualify for donations from Dining and Hospitality Services.
- b. **Departments** do not qualify for donations from Dining and Hospitality Services.
- c. **Caterings using the Extended Catering program** do not qualify for donations from Dining and Hospitality Services.

6. EXTENDED CATERING EXEMPTIONS

- a. The Extended Catering program provides campus constituents with the choice of menu options beyond what Mountain Lion Catering can offer.
- b. More information can be found about the extended catering program on the extended catering program FAQ sheet on the UCCS Catering Website.
- c. **Departments** must submit a completed Extended Catering request form located on the Extended Catering Website **at least 14 business days in advance (pizza and Snarf exemptions are accepted up to 5 business days in advance)**.
- d. **Student Clubs and Organizations** must submit the Extended Catering request form through **Mountain Lion Connect** at least **14 business days in advance (pizza exemptions are accepted up to 5 business days in advance)**.
- e. Late exemptions are at risk of requests being denied. Mountain Lion Catering does not guarantee the availability of catering services if your request is denied. Therefore, resulting in the event going without food or beverages.
- f. Extended Catering Partners
 - i. Extended Catering partners are contracted restaurants from the El Paso County and Monument areas.
 - ii. All restaurants who participate in the extended catering program hold either a Retail Food Establishment or Special Event License.
 - iii. Provide a certificate of insurance to UCCS.
 - iv. Hold a current Serve Safe or comparable food safety certification.
 - v. Pass a review of health inspection reports for the El Paso County Health Department at the discretion of the University.
 - vi. Sign and agree to the Extended Catering Service Agreement.
- g. **Exemption Terms** - If the exemption is granted the sponsoring University department or organization must agree to the following terms in writing:
 - i. All food remains at the appropriate hot or cold temperature throughout the event.
 - ii. All waste must be cleaned up and disposed of after the event (including removing all waste to external trash dispensers).
 - iii. All disposable serving items will be of a compostable nature. Styrofoam and plastic cups/utensils are prohibited.
 - iv. That any use of an open flame to heat dishes requires pre- approval from the campus Fire Marshall.
 - v. Parking for outside vendors is not provided and guest parking procedures will need to be followed.
 - vi. Outside licensed food vendors are not permitted to use Dining and Hospitality Services kitchens.

7. OTHER EXEMPTIONS

- a. **Departments** must submit a completed Catering Exemption request form located on the Catering Website at least **14 business days in advance**.
- b. **Student Clubs and Organizations** must submit the exemption request form through **Mountain Lion Connect** at least **14 business days in advance**.
- c. Late exemptions are at risk of requests being denied. UCCS Catering does not guarantee the availability of catering services if your request is denied. Therefore, resulting in the event going without food or beverages.

- d. Exemption Terms - If the exemption is granted the sponsoring University department or organization must agree to the following terms in writing:
 - i. All food remains at the appropriate hot or cold temperature throughout the event.
 - ii. All waste must be cleaned up and disposed of after the event (including removing all waste to external trash dispensers).
 - iii. All disposable serving items will be of a compostable nature. Styrofoam and plastic cups/utensils are prohibited.
 - iv. That any use of an open flame to heat dishes requires pre- approval from the campus Fire Marshal.
 - v. Parking for outside vendors is not provided and guest parking procedures will need to be followed.
 - vi. Outside licensed food vendors are not permitted to use Dining and Hospitality Services kitchens.
 - vii. All licensed food vendors providing food have submitted liability insurance per university policy, etc.
- e. Exemptions for donated food from off campus vendors:
 - i. Departments/Clubs may receive food **donated** from off-campus vendors provided:
 - 1. 100% (percent) of the cost is covered, and
 - 2. The department/club has a documented plan for food safety,
 - 3. The event is not held in an otherwise restricted space, and
 - 4. UCCS Dining and Hospitality Services is not expected to provide equipment or service items, and
 - 5. A certificate of insurance is required from all off-campus licensed food vendors for an event **14 business days in advance** to the event.
 - 6. Exemption forms must be submitted at least **14 business days in advance**. to your event.

Service Enhancements

1. LINENS

- a. Our service standard is to include black tablecloths for all food and beverage tables. Linens for guest tables are included with plated meals. Additional linens are available upon request for an additional fee.
- b. Linen colors, other than black may be available for an additional fee and are handled as special orders. Special orders need to be placed at least **three weeks in advance**. Please discuss this option with your UCCS event planner.
- c. Box lunches are strictly a drop off and no linen is to be provided unless requested.

2. DECORATIONS

- a. Centerpieces, chair covers, table stanchions and numbers, and floral arrangements can also be added to enhance your event.
- b. Enhancements are quoted upon request and must be requested through your event planner **three weeks prior to your event**.

**Enhancements are not guaranteed to be available.*

- c. All personal decorative items must be taken down immediately following your event.
- d. Any floral arrangements you have paid for are yours to keep, vases not included.
- e. No glitter, confetti, or other small decorations are permitted in any space.

3. OTHER ENHANCEMENTS

- a. Attendant to stay at the catering.
- b. Champagne glassware and service.
- c. Cake cutting and service.

Service & Staffing Recommendations

1. COCKTAIL RECEPTION AND PASSED HORS D'OEUVRES

- a. For this kind of service, we recommend 1 server for every 20-30 guests, and one stationary bartender for every 70 – 100 guests.

2. SEATED DINNER

- a. For this kind of service, we recommend 1 server for every 10-12 guests. For dedicated wine service, we recommend 1 bartender/wine steward for each 30-40 seated guests (unless your meal includes multiple wine pairings, which would merit additional wine stewards).

3. STATIONARY FOOD/BUFFET DINNERS

- a. For this type of service, we recommend 1 server for every 50-70 guests to refill serving pans.

4. SUGGESTED FOOD AND BEVERAGE QUANTITIES:

- a. Hors d'oeuvres
 - With Dinner: 4-8 hors d'oeuvres per guest, 2-3 drinks per guest
 - Without Dinner: 8-12 hors d'oeuvres per guest, 2-3 drinks per guest
- b. Beverage
 - Estimate 15 people per gallon.
- c. Any on-site additions to your confirmed order are at the discretion of the event staff and may not be able to be accommodated.

Dietary Restrictions

1. All dietary concerns and restrictions should be identified and communicated to your UCCS event planner **at the beginning of the booking process**.
2. Some dietary requests may have an upcharge. UCCS Catering will make every effort to accommodate any dietary restrictions or allergies with proper notice.
3. The person(s) with restrictions or allergies needs to be responsible to monitor their own situations and choose the best options available to them.

Tastings

1. A complimentary tasting sample may be provided at Dining and Hospitality Services' discretion for the following types of events/menus.
 - a. Events hosting more than **200 guests**.
 - b. And requesting a custom menu.
2. Tastings must be arranged and occur 30 days prior to the event.
3. The event coordinator will work with the client and Executive Chef to determine the tasting food selection.
4. The complimentary tasting is for two people. The additional fee for more than two people is \$50 per person.

Food Safety

1. LEFTOVERS

Due to health regulations, and for the safety of our guests, food not consumed **may not** be taken from catered events unless items are prepackaged and unopened. All leftover food remains the property of UCCS Catering as per the Department of Public Health.

2. DEPARTMENT-RUN BBQS are not permitted for food health and safety.

3. TIME FOOD CAN STAY OUT

- a. A three-hour event time is industry standard for food safety at event.
- b. Perishable food and beverages are not permitted to stay at an event longer than three hours.
- c. Non-perishable food and beverages may stay at an event longer than three hours, may require a refresh and will incur a cost. This must be pre-arranged with your event coordinator.

Ordering Guidelines

1. CATERING IS AVAILABLE YEAR-ROUND except for the following dates:

- a. Thanksgiving week
- b. December 23-January 1
- c. All major University holidays when the University is closed.

2. UNSCHEDULED RETURN TRIPS due to late meetings, locked facilities or rooms, or other reasons that prevent catering staff from accessing rooms may incur an additional \$75 delivery fee based on a case-by-case basis.

3. BOOKING TIME FRAME

- a. Preliminary menu pricing can be agreed upon **no earlier than four (4) months** prior to the event date but must be made at least **five (5) business days** in advance. UCCS Dining and Hospitality Services strongly encourages submitting preliminary menu arrangements as early as possible.
- b. If you are interested in a customized menu for your event the UCCS event service team will work directly with the catering chef to help you design a memorable meal. Requests for customized menus must be received at least **three weeks in advance** of the event date.
- c. UCCS Catering may limit services during peak times to maintain high levels of service for all parties.
- d. Menu prices are subject to change.
- e. All catering menus and pricing are guaranteed from the point the catering order is confirmed and for contracted events when the catering deposit is received.
- f. The total quoted for your specific event will not change unless you adjust from the original event plan, food, and/or services within **30 days** of your event. This does not include making changes to your final guest count.

4. MINIMUM ORDER

- a. **\$75 minimum** food and beverage for orders on main campus
- b. **\$300 minimum** food and beverage for orders downtown.
- c. **\$200 minimum** food to use Clyde's after hours or \$400 flat fee if requesting Clyde's to close early for the event.
\$400 flat fee is waived for student organizations or clubs that want to use the space outside of regular hours. \$200 minimum still required if ordering food.
- d. Orders not meeting the minimum will be subject to a \$75 delivery charge or arrangements made to pick up at the Roaring Fork.

5. FINALIZED MENU AND GUEST COUNTS

To ensure appropriate service preparation, all changes referring to the menu, guest count and event arrangements must be finalized **3 business days** prior to your event. Dining and Hospitality Services obtain the right to deny any request or updates within the **3 business days** prior to the event.

6. ALL MENU PRICES are based on a single drop-off and breakdown.

Pick Up Orders

If you are picking up an order from Roaring Fork, you must arrange for pickup through your event coordinator and catering team. The client should be picking up the food from the Roaring Fork Loading dock, please send catering a message when client has arrived, and they will bring the food down and assist with loading up.

Late Orders

Dining and Hospitality Services strives to accommodate all orders; however, a late order decreases our ability to provide adequate service and supplies. Our desire is to give each client quality service, and in turn this may mean declining business based on high booking volume.

- a. Events placed less than **7 business days** out will be assessed a late booking fee of \$75 if Dining and Hospitality Services is able to accommodate your request.
- b. There may also be additional charges for procuring food and scheduling staff based on the complexity and timing of the event.
- c. Some menu items may not be available on short notice.
- d. Exemptions due to late requests that can't be accommodated will not be granted.

Cancellations

1. GENERAL

- a. Cancellations must be received **3 business days** in advance to not incur a charge.
- b. Cancellations for custom menus must be received **2 weeks** in advance to not incur a charge.
- c. The charge will be identified by Dining and Hospitality Services based on the original confirmation amount.

2. WEATHER-RELATED

- a. **UCCS Rights** - Catering reserves the right to modify service due to weather-related conditions.
- b. **Official Campus Closure** - events cancelled due to extreme inclement weather resulting in an official University closure will not incur any fees.
- c. **Cancellation Deadline** - on days with extreme weather conditions without an official campus closure, catering will contact event service staff with a deadline cancellation time.

- d. **Cancellation Fees** - orders cancelled within the designated time frame will incur no charges (deposits will be refunded or held for a future event).
- e. **Campus Open** - for events cancelled due to inclement weather without an official University closing, the customer will be responsible for any special orders and costs that cannot be absorbed into normal production.

Deposit

1. CAMPUS AFFILIATE

No deposit is required for non-contracted events, as long as a speedtype has been provided to your event coordinator when placing the order.

2. NON-AFFILIATED/CONTRACTED CLIENTS

For contracted clients, 50% of the total amount of estimated catering due at the time the contract is delivered, and 10% administrative service charge is added to all orders. Tax exempt organizations are required to provide a tax-exempt certificate prior to their event.

Payment

For contracted clients, final payment is due within 30 days after your event. After 30 days, late fees in the amount of 5% of the total invoice will be applied if payment is not received. Contracted events will also be charged sales tax, etc. Non-profit groups must submit their tax-exempt number during the booking process.

For non-contracted events, please provide your speed type prior to your event date. Your speedtype will be charged by the end of the month that your event occurs in.

Alcohol

1. ALCOHOL POLICY UCCS Policy 100-003 | UCCS Policies

2. FREQUENTLY ASKED QUESTIONS

3. ALCOHOLIC BEVERAGE AUTHORIZATION FORM

Must be completed and submitted at least **7 business days prior to the event**. All alcohol authorization forms must go through review from both Catering Services and the Controller's office per UCCS Policy 100-003. Alcoholic beverage service will not occur at any event without this form being signed.

4. GENERAL INFORMATION

- a. Persons under twenty-one (21) years of age cannot legally possess or consume any alcoholic beverages. The furnishing of alcoholic beverages to underage persons is prohibited.
- b. Alcohol cannot be consumed or carried in open containers on any University Street, parking lot, sidewalk, alley, hallway, public lounge, or any unauthorized public area.
- c. Alcohol may not be served unless non-alcoholic beverages (in addition to water) and food are also served. Food and non-alcoholic beverages must be available in sufficient quantities:
 - i. A meal offered in a seated or buffet style, or
 - ii. A reception including substantial protein based hors d'oeuvres, snacks, and finger foods, or
 - iii. Sufficient quantities of food (per State of Colorado Department of Revenue code) provided throughout the event as determined by the Executive Director of Auxiliary Services or his/her designee.
- d. Last call will be a half hour prior to removal of food from the event and will be noted on your Banquet Event Order.
- e. The total amount of time for alcohol service cannot exceed six hours in one day.
- f. Any event with alcohol service may require at least one dedicated UCCS police officer or security guard, the final amount and type to be determined by and be at the sole discretion of UCCS Police. The event host is responsible for labor cost per officer/security guard of \$65 per hour.
- g. Service will be refused to obviously intoxicated or belligerent guests or patrons. Failure to comply with university personnel will result in guests being removed from the event and/or ending the event early.

5. SERVICE OF ALCOHOL ON LICENSED PREMISES: *The University Center, Gallogly Events Center, Dwire Hall 1st and 2nd floors, Ent Center for the Arts, and University Center Upper Plaza* are licensed for the sale of alcohol.

- a. Alcoholic beverages may be sold and served on licensed premises. University or host may charge an entrance or admission fee to the event.

- b. Alcoholic beverages must be provided by Dining and Hospitality Services or may be donated by a wholesaler. **The wholesaler must provide zero-balance invoice 3 business days prior to the event to your event coordinator.**
- c. All alcoholic beverages must be served by TIPs Certified Dining and Hospitality Services employees.

6. SERVICE OF ALCOHOL ON UNLICENSED PREMISES: *The Lodge, Roaring Fork, Cucharas Heller Center, Kraemer Family Library, Osborne Center for Science and Engineering, University Hall, Columbine, Centennial Hall, Academic Office Building, NCC, Hybl, Downtown Location and the Lane Center* are unlicensed premises for the sale of alcohol.

- a. Alcoholic beverages may be served on unlicensed premises with prior written authorization via the Alcohol Beverage Authorization Form.
- b. Guest list- Caterings must have a guest list when Alcohol is served accounting to Colorado Liquor Law.
- c. No alcoholic beverages may be sold on unlicensed premises. Neither the University nor host may charge an entrance or admission fee to an event where alcohol is provided.
- d. Client must provide all alcoholic beverages to be served.
- e. All alcoholic beverages must be served by TIPs Certified UCCS employees.
- f. The number of alcoholic beverages to be served will be agreed upon by the parties in the Alcohol Beverage Authorization Form prior to the event's commencement.
No additional alcohol may be brought into the event beyond what is agreed upon in writing.
- g. Alcoholic beverages must be provided from a **wholesaler. A receipt of purchase or invoice must be provided at least 2 business days prior to the event.**
- h. Donated alcohol must be delivered to the venue at least **one hour before the event start time.**
 - i. Unopened alcohol will be taken by the client after the event.
 - ii. Opened alcohol will be disposed of by Dining and Hospitality Services.
- i. All events downtown that request alcohol must use UCCS Catering.

Food Truck Guidelines

1. LOCATION RESTRICTIONS:

- Food trucks are not allowed on the central part of UCCS campus.
- Food trucks are allowed on a select basis at University Hall.
- Food trucks are only allowed at the Ent Center for the Arts for culturally significant events.
- Food trucks are only allowed to park in approved areas by UCCS Parking Services.

2. REQUIRED DOCUMENTATION

- Valid Business License
- Current Master Service Agreement (MSA) as established by UCCS Dining and Hospitality Services (DHS)
- Proof of Insurance
- Most Recent El Paso County Health Report

All documents should be sent to the event coordinator and then approved by DHS.

3. REQUIRED TIMELINE

All requests for food trucks must be received 4 weeks prior to the event.

4. CODE OF CONDUCT

- Food truck operators must always conduct themselves professionally. This includes maintaining a clean and presentable appearance, adhering to punctuality, and engaging with customers and event organizers in a courteous manner.
- Operators must adhere to all UCCS guidelines and regulations, including location restrictions, documentation requirements, and event-specific criteria.
- Cleanliness and Sanitation: Food trucks must adhere to strict cleanliness and sanitation standards. This includes regular cleaning of the food truck, proper disposal of waste, and adherence to health department guidelines. Failure to comply may result in warnings, or suspension of privileges.

5. CONTACT INFORMATION

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