

## Student Union Food and Beverage Policy FAQ

### FREQUENTLY ASKED QUESTIONS

- ***I would like to have food and beverage at my event in a Student Union controlled facility. What is the policy?***

Clients who wish to have food and beverage present during their reservation in any SU controlled facility may only place orders with caterers on our SU Catering Vendors list. Home cooked goods and unapproved store bought food or beverages are not permitted. Failure to comply with these policies will result in the assessment of fees and additional restrictions.

- ***Where can I find a list of catering I can use at the Student Union facilities?***

A list of vendors and applicable fees can be found on the Student Union's website at <https://directory.sdes.ucf.edu/file/702/document-approved-catering-vendors.pdf>.

- ***I was able to order catering from an off-campus caterer at a previous event. What happened?***

In order to stay in compliance with university policy, we have updated our approved list in order to keep the process as efficient as possible for both our clients and our event team. To maintain all food service standards and insurance requirements, it is mandatory that only caterers from this list are used within Student Union facilities. This also ensures our catering partners are offering the best service.

- ***I am able to have food and beverage from sources not on the SU Catering Vendors list for events at other UCF locations. Why is the Student Union different?***

As a high-volume facility, having a controlled list of approved caterers allows us to maintain all insurance and licensing documentation required for events in our spaces.

- ***I am interested in bringing in store bought items. What is the process?***

Clients willing to have store bought food and beverage at their event must first contact their event coordinator to receive approval. Only the following items will be considered:

- Coca-Cola brand beverages
- Store bought, pre-packaged, nonperishable, personal sized, individually wrapped items (such as candy bars or granola bars); food from grocery store delis or bakery counters are not considered pre-packaged
- Fruits, which the skins are not consumed (such as oranges or bananas)

The total cost of all items listed above must not exceed one-hundred dollars (\$100). Please note that making a request to your event coordinator is just the first step in this process and does not guarantee approval. All approved items will be noted on your event confirmation and only approved items will be permitted at your event.

- ***How do I place an order with a caterer? How do I make payment?***

Catering orders are to be placed and paid for directly with the approved vendor of your choosing and a copy of the order must be provided to your Student Union event coordinator no later than 7 business days prior to the event.

- ***What if I would like to pay for my catering order using an SGA allocation and/or A&SF funds?***

A Purchase Request Form (PRF) and a copy of your catering order must be submitted to the A&SF office no later than 10 business days prior to the event. You may contact the A&SF Business Office at 407-823-5548 for assistance with this payment process. The PRF can be found at: <https://directory.sdes.ucf.edu/file/47/document-purchase-request-form.pdf>.

- ***What if I would like to pay for my catering order through an interdepartmental transfer (IDT)?***

No vendors can accept IDTs. Payment to vendors can be made with a purchase order (PO). In certain circumstances a PCard can be used. The vendor must accept credit cards and the department PCard must have the correct permissions on it to purchase food.

- ***What if I need cultural or religious catering?***

UCF Catering Services is able to offer a variety of cultural, religious, and dietary restricted menu items, including a full halal menu. They are even willing to prepare food with your recipes. If Catering Services or one of our other approved caterers is unable to fulfill your request, you may submit a Catering Waiver Request to pursue a one-time approval for an external caterer. These requests must be submitted a minimum of 30 days in advance and may require additional fees if approved. Please contact your event coordinator to explore this option.

- ***I have been assessed a fine. What is the next step?***

Payment of fines are due 7 business days after notification. During this probationary period, a restricted status is placed on the organization until payment is received. Repeat offenses and late or unpaid catering fine will result in the extension of the organization's probationary period and any future bookings will be reassessed. Payment can be made via credit card, check and interdepartmental transfer (IDT) only. Credit card payment can be paid over the phone at (407) 823-2256 or in person in Suite 312 of the Student Union. Checks must include your reservation # and be made payable to: UCF Student Union. Checks can be made in person to Suite 312 of the Student Union or mailed to: UCF Student Union, Suite 312, P.O. Box 163250, Orlando, FL 32816.