

Catering Policies

Purpose

The purpose of these policies is to provide clear guidance for ordering, managing, and serving food at events held at the college. These policies ensure consistency, support food safety, promote financial responsibility, and coordinate campus resources effectively.

Scope

These policies apply to all college departments, approved student organizations, faculty, staff, and external groups hosting events on campus property. The college's Catering Services department is the **official and preferred catering provider** for all events held on campus. Catering Services offers full-service catering as well as to-go options through:

- **CaterTrax** – Online ordering system for full-service catering
- **Fly Away Jay** – Pick-up options through the Jays Nest

Event Scheduling and Guarantees

The event must be booked and confirmed a minimum of **10 business days** prior to your desired date via the 25Live scheduling system ([25 Live](#)). Contact the Scheduling Office (eventscheduling@etown.edu) with questions regarding how to utilize 25Live or if you need training. Catering must be selected as a resource in order for the proper approval process to take place. Please provide any notes, requests, or menu details at the time of your initial request in 25Live. If your requested event is approved, you will receive a confirmation email from the Scheduling Office along with a link to CaterTrax, where you will be able to finalize your menu selection for your event.

Ordering Procedures

CaterTrax Requirement

All catering orders – including full-service catering and Fly Away Jay to-go packages – must be submitted through CaterTrax. Faculty and staff must use their @etown.edu email account when creating their CaterTrax login. Approved student groups should use their student group @etown.edu email account,

not their individual student email account. Please contact Catering@etown.edu with any questions regarding use of CaterTrax.

Order Deadlines

- **Full-service catering:** Minimum **10 business days** notice
- **Fly Away Jay to-go:** **5 business days** notice
- **Large-scale events (100+ people):** **15 business days** notice

Late requests may be accepted based on staff capacity and menu availability but are not guaranteed.

For full-service catering, the final guaranteed head count is due **7 business days** before an event. Beyond that deadline, the count can decrease but it cannot increase. Catering charges will be based on the guaranteed number of guests or the actual number of guests in attendance, whichever is greater.

Cancellations & Event Changes

Cancellation Deadlines

Cancellations must be done via email sent directly to Catering@etown.edu

- **Events cancelled 7+ business days in advance:** No charge
- **Events cancelled 6 business days or less in advance:** Charged in full for the stated amount on the Banquet Event Order (BEO)

Changes & Modifications

Menu changes, time updates, and location changes must be requested, in writing, at least **5 business days** in advance to ensure staff availability.

Event Payment & Pricing

College departments/groups will be charged internal pricing, and payment must come from your department's **entertainment budget line only** (ex. XXXXX-XXXXX-XX578-XXXXX).

What is included in the price:

- **Linens**
 - House Linens will be used. Color options are white, black, or navy blue. Unless specifically requested, linen color choices will be made by Catering Manager.
 - An additional charge will be added for specialty table linen requests.
 - Events that do not include catering but are requesting linen service will be charged with a linen fee. A Banquet Event Order (BEO) will be created and charged accordingly.

- **Labor**
 - There may be additional labor fees if staff must remain past the two hours of service time. Any knowledge of events that will exceed 4 hours must be shared with the Catering Manager for proper planning
- **Service Wares**
 - The type of wares used is at the discretion of the Catering staff.

Prices are subject to change without notice. However, prices in effect at the time your Banquet Event Order (BEO) was created will be honored.

Planning

An agenda is preferred when available to confirm meal and program times. If an event begins more than 30 minutes after the scheduled starting time, Catering Services cannot be held responsible for the overall quality of the meal. The Client will be held responsible for any additional labor costs incurred. These costs will be applied to the catering bill.

Breakfast/lunch/dinner buffets may not be left out longer than 1 hour, regardless of the length of your event.

Breaks/snacks may not be left out for longer than 2 hours, regardless of the length of your event. If you would like an additional refresh/service after the 2-hour mark, additional fees will follow.

Policies

Guest Minimum: There will be an additional service fee of \$85 for any orders that do not meet the minimum listed on the Catering menu. Please see the Catering menu for meal minimums.

All food and beverages must be supplied by the Elizabethtown College Catering Department. The Catering Department maintains the first right of refusal for all food and beverage service requests for events on campus. If the Catering Department determines that we are unable to accommodate a specific request, the Catering Department will assist in evaluating and approving the next appropriate steps. No outside food or beverage services should be engaged without prior approval from the Catering Manager.

No homemade food is permitted at campus-sponsored events unless approved by the Catering Manager.

Food should not be removed from the event unless packaged by a catering staff member. To ensure proper food handling procedures, food from the service line only can be boxed up to-go by catering staff at the back of the house at the end of the meal service. Guests may not self-package food or remove items themselves without the knowledge of catering staff. The Catering Department assumes no responsibility for the safety or quality of food removed from the event premises.

Policy Enforcement

The college reserves the right to:

- Deny services for late or incomplete orders
- Assess cleanup or damage fees
- Decline events that do not comply with these policies

Noncompliance may affect future reservations and catering privileges.

Alcohol Guidelines

Permitted Beverages & Locations

Alcohol may only be consumed on campus property and may not be taken off-site or conveyed to others off-premises. The following are allowed premises:

- **President's House:** Beer, Wine, Champagne & Spirits
- **Susquehanna/Swatara:** Beer, Wine & Champagne
- **KAV/Jay Lounge:** Beer, Wine & Champagne
- **M&M Mars:** Beer, Wine & Champagne

Approval is required by the President's Office for locations not listed above.

Planning

All events must offer an alternative, non-alcoholic beverage and must also serve food in sufficient quantities, determined by Catering staff.

Event sponsors may not provide their own alcohol or outside food & beverage. Event sponsors may not charge participants for alcoholic beverages or for participation in the event.

No student organizations are permitted to sponsor events at which alcohol is served.

Policies

No cash bars will be permitted.

Alcohol may not be served for longer than two hours. Only EC Catering RAMP/TIPS certified servers are permitted to serve alcoholic beverages. A \$50 service fee will be applied for alcohol service, in addition to the cost of beverages.

Valid government-issued identification is required for alcohol service. All events serving alcohol must be planned exclusively for individuals of legal drinking age; underage persons shall not be invited or permitted to participate.

The service of alcohol will be discontinued for any individual who is visibly intoxicated or engaging in inappropriate behavior. Such individuals will be required to leave the premises at the request of the Catering Services Staff.

Catering Services is fully authorized to enforce these rules by any and all reasonable means, including the use of Campus Safety or law enforcement. Any group, organization or participant that violates the rules will not be permitted to organize or participate in any function involving alcohol and may be subject to college disciplinary action.

The event planner is responsible for the conduct and safety of all guests attending their event. This includes ensuring that guests consuming alcohol do so responsibly and in accordance with College policies and all applicable laws. Event planners must take reasonable measures to prevent impaired driving, disruptive behavior, damage to property, or any actions that compromise the safety or well-being of others. Event planners are also accountable for addressing any violations that occur during their event and may be held responsible for associated costs, damages, or disciplinary actions resulting from guest behavior.