

CATERING GUIDELINES

Caltech Dining Services (CDS) Catering is overseen by the Office of Student Affairs. As such, all Catering revenue ultimately supports the mission of providing high quality programming and services for our student community. Our in-house collective of event planners, coordinators, and chefs strive to meet your every need.

SERVICE TYPES

FOOD-TO-GO – Your order will be provided in disposable serving pans and may be picked up at Chandler Café during business hours. Serving utensils and disposable paper goods are available for a nominal fee. Delivery may be accommodated on a case-by-case basis.

HOUSE SERVICE – Your buffet will be tastefully presented on our stainless steel chafing dishes and melamine or metal platters and bowls. Our coordinators will deliver and setup the items you have ordered from CDS, as well as pick up our equipment when service concludes. Serving utensils and linen for your catered food and beverage table space will be provided. Disposable paper goods, utensils, and cups are included for the quantity and selection of food ordered.

Based on your menu, venue, and/or group size, we may determine that professional service staff is required to ensure a smooth event. The additional fee will be noted on your order.

CUSTOM SERVICE – Your personalized menu will be written and executed by our events team. Premium serving dishes and utensils may be provided, as well as premium disposable goods or in-house china plates, glassware, and polished utensils. We can also arrange event rentals, staffing, décor, floral arrangements, and entertainment. Please connect directly with our Catering Manager regarding the specific needs of your event.

ORDER CUTOFFS AND CANCELLATIONS

We accept advance orders and honor quoted prices up to one year. Confirm weekday orders at least one week in advance and weekend orders at least three weeks in advance. Some minor changes will be accepted up to 72 business hours prior to your event. Requests and changes with less than one week are subject to availability, a rush processing fee, and/or an order change/cancellation fee of up to 75%.

HOURS OF OPERATION

Our administrative office is open Monday-Friday from 8:30 AM-5:00 PM. We deliver and pickup Monday-Friday, 7:30 AM-8:30 PM. There is an additional charge for overtime labor outside these hours. We are closed on Institute holidays.

Please allow a 15-minute window before and after the delivery time stated on your order. We strive to pick up our equipment within 45 minutes after the tear down time noted on your order.

CATERING SETUP AND EQUIPMENT

Please provide ample space for your food and beverage. If you are unsure of the space required, please connect with our Catering office for guidance. 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 set at least two hours in advance of your event, particularly if you have ordered hot food, and 2) ensure that your event location 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 move tables or furniture, unless pre-arranged with the Catering office.

Any equipment missing at the agreed upon pickup time will be added to your final invoice. Please keep our equipment where we setup.

FOOD SAFETY: SERVICE AND REMOVAL

In compliance with Health Department regulations and catering industry standards, all food service periods are planned for a maximum of two hours. For safety, any food not consumed during this time may be removed only by CDS.

DELIVERY FEE, SALES TAX, SERVICE CHARGE, AND GRATUITY

A \$18 delivery fee will apply for orders under \$100. Local sales tax applies to orders paid with non-internal accounts. We do not assess service charges or accept gratuities. Any fees charged do not benefit any individual CDS employee.

PAYMENT

We accept Caltech PTAs, JPL charge accounts, and most credit cards. For payment by non-internal accounts, a 50% deposit is due two weeks in advance, and full payment is required three business days in advance. Please inquire directly with our Catering office if you must use another form of payment.

