

## **RESERVATIONS AND CANCELLATIONS**

In order to provide the best possible service, Harford Community College Dining Services requests a minimum notice of 15 days (excluding Saturday and Sunday) prior to your event.

Prior to making catering arrangements, you must first make room reservations for your event through the College's Conferencing Department (443-412-2117). After the room reservations have been confirmed, call the Dining Services Coordinator to tailor a menu to fit your special needs.

### **GUEST GUARANTEE AND CANCELLATIONS POLICY**

The expected number of attendees given at the time of reservation should be as accurate as possible. Harford Community College Dining Services will plan, purchase, and invoice for all guests you indicate will attend. Our guarantee policy is as follows:

#### **NON-CAMPUS PATRONS**

1. Dining Services asks for the guaranteed count three (3) days (excluding Saturday and Sunday) prior to the event. Due to food delivery schedules, Dining Services will not be able to make adjustments with less than 72 hours' notice.
2. Cancellations must be made directly with Dining Services.

Events that are cancelled:

- more than 72 hours prior to the event will not be billed for any catering related expenses;
  - less than 72 hours prior to the event will be billed the cost of all perishable products that have been ordered and received, or for 50% of the total event costs, whichever is higher.
3. Late reservations will be accepted at the discretion of Harford Community College's Conferencing Department or Dining Services. All requests received less than five (5) days (excluding Saturday and Sunday) prior to the event will be subject to a 20% surcharge.

To assist in organizing your function, Dining Services will need the following information when placing the order:

Name of Organization/Department:

Address:

Phone Number:

Date of Event:

Start Time/Duration of Event:

Location:

Number of Guests:

Dining Services will over-prepare to maintain a well-stocked and appealing buffet table. Therefore, due to sanitation and liability requirements, Dining Services cannot allow any food or beverages to be carried out or brought into the rooms for any event. In addition, no credit will be given for food not consumed.

In the event that the College is closed due to weather or some other unexpected event, all events are cancelled, and no penalty shall revert to the College.