

DEPARTMENT OF FOOD & CONFERENCE SERVICES

TERMS & CONDITIONS FOR USE OF UNIVERSITY FACILITIES

FOOD SERVICES

1. **Guaranteed Numbers:** Food Services require an approximate number a minimum 10 business days prior and a guaranteed number 3 business days prior to the first scheduled meal and prior to special meal functions. Meal Plans may have minimum order requirements depending on the time of year. Please note that a 15% gratuity may be charged on large scale banquet events. Any changes under 3 business days will be subject to a minimum \$75.00 Fee or departmental losses in labour and food.
2. **Cancellations:** Cancellation less than 3 business days prior to the event will result in charges associated with departmental losses in labour and food.
3. **Meal Locations:** Lakehead University reserves the right to alter meal hours and locations if made necessary by circumstances beyond our control. Every attempt will be made to give at least 48 hours' notice of changes.
4. **Meal Hours:** A minimum \$80.00 fee will apply to orders delivered during the week after 6pm on weekends or holidays.
5. **Meal Items:** Due to Provincial Health regulations, any remaining food items provided by the caterer **MUST** remain at the event on campus. Perishable food items must be removed within 2 hours of service.
6. All dishes, cutlery and catering supplies must remain in the room where the service has taken place. Additional charges will apply for replacement of missing items.
7. All events held in Bartley Conference Centre and Faculty Lounge include linen for catering and seating tables, water service, and china service.
8. Prices do not include the cost of serving staff. Additional charges may be applied to your invoice. (a minimum of two staff for 4 hours each at \$20.00 per person)
9. All deliveries are served on disposable platters and include high grade disposable service (plates, cups etc.). China service and linen are available for an additional fee, please inquire with Food & Conference Services.
10. Deliveries do not include service staff; we would be pleased to provide you with our professionally trained service staff for your event at a rate of \$20/hour per server (min. 3 hours per server).
11. Clients are responsible for ensuring access to the delivery destination, and that sufficient space is available for the setup of delivery orders. If you are unsure of your space requirements, please contact Food & Conference Services and we will be happy to assist you.

Food arrangements other than through the Lakehead University Food Services Provider: Lakehead University's Food and Conference Services Department has overall responsibility for all service of foods and beverages on Lakehead University's Thunder Bay campus excluding

the Outpost and The Study, and has a contract for this service with 'ARAMARK'. While Residence & Conference Services recommends that ARAMARK'S services be used and requires that the University Caterer be granted the opportunity to bid on all on-campus food service requests, we are prepared to consider applications for catering by non-University Caterers, on condition that the organization/group seeking alternate catering services agrees to and satisfies terms and conditions as stated in the Application and Agreement for Alternate Food Provider - Catered Event. Applications must be submitted a minimum of 10 business days prior to event date. When approved, delivery & clean up times should be confirmed and approved by Conference Services. Should Conference Services staff be required to clean any items left by an outside caterer, additional charges will apply. A processing fee of a minimum \$35.00 will be charged per caterer per event. It is to be understood that in the event that a client brings in unapproved external food or beverages, the client will be invoiced for the event at our caterer's rate. Failure to abide by this may be an immediate termination of the occurring event. Exception: The one exception to this rule is when arrangements are made through the student union and the event takes place in the Outpost or the Study.

Non Catered' vs. 'Catered' events

- A. A "Non Catered" event includes 'potluck' events when all or the majority of the guests are bringing in food from home for the collective to eat. (No one is paid for a potluck, as all guests are contributing to the dinner and are aware of the food being made in various attendee's homes). Also included in non-catered events are BBQ's where the cooking is done by the group* themselves (*A health unit application may apply to this type of event), and bake sales where the main purpose is a fundraiser for a student group.
- B. A Catered event includes food/beverages ordered through an outside company or person, where they are paid for their services. This includes the situation when one person is cooking for the group, catering deliveries or pick ups from restaurants (ie. Pizza or Sandwich Platters) or if someone is selling their catering at an event for a profit for their company.
- C. In all cases, the catered or non-catered form requires the signature of the person, department or caterer taking on the liability risk of the catered food. In the event an individual is taking the risk, there may be an additional need for special liability insurance. (To be determined by Risk Management). A caterer should have a minimum of \$2,000,000.00 liability coverage and include on their submitted insurance certificate Lakehead University as an additional insured (usually in the form of a rider on or up to a certain date)
- D. A Catered or Non-Catered event may require a long-form risk assessment, depending on the nature of the whole event. (To be determined by Risk Management)
- E. An administration fee per off-campus catered event will be applied, that can either be paid by the Caterer upon their Application or by the department/event on behalf of the Caterer to the final invoice.
- F. When an off campus vendor is used there are administrative costs incurred by the Food and Conference Services Department to ensure that Risk Management criteria has been

met. An administrative fee of a minimum of \$35.00 per caterer per event has been established to cover the cost recovery of staff time

Required Documents as discussed with Coordinator:

Alternate Food Provider Catered Event Application

“Non Catered” Event Application

Risk Assessment Form

WSIB Information

Health Unit Check (Current 3)

Certificate of Liability Insurance

ALCOHOL SERVICES

Lakehead University Food & Conference Services has oversight for the liquor services on campus. Lakehead University has contracted the University Food Services Provider, ARAMARK Campus Services Ltd, to manage and operate all liquor service activities that fall outside the specific jurisdiction of the Lakehead University Student Union (i.e. The Outpost and The Study). These events-receptions, dinners, special occasions, conference bookings- are to be held in a licensed location on campus- and must be supervised by ARAMARK or Food & Conference Services staff who have been appropriately trained in the serving of alcoholic beverages.

The following provisions apply with respect to the holding of any event on campus that involves the serving of alcoholic beverages:

ALCOHOL SERVICES BOOKING PROCEDURE

1. Initial Bar Request must be emailed to Food & Conference Services a minimum 10 Business Days in advance of the event, or a minimum 4-weeks in advance in new or non-catering endorsed area. Details must include: venue request, type of service, beverages & food to be offered, number of attendees, and any other pertinent information required to assess the event as a whole. (Mixed age events, student attended, public events, fundraisers etc.)
2. Client is responsible for submitting Risk Assessment Event Form to Risk Management and Food & Conference Services minimum 10 business days prior to event date.
3. Event Request is not confirmed until Food and Conference Services, Risk Management and Security Services have reviewed event request, risk mitigation and security procedures.

ALCOHOL SERVICES GUIDELINES

1. Ontario Law requires that food be available throughout any function where alcohol is served. “Food” in this context may constitute snack items such as potato chips, nuts, pretzels, etc, however it must be available for the duration of the event. At all events, a selection of non-alcoholic beverages must be available at a reasonable cost. If the food selection is not deemed substantial enough for the number of attendees, either the University Food Services Provider or the Food & Conference Services Department will require supplemental food to be provided at the sole cost of the event.



2. Liquor Services are mandated to operate on a complete cash recovery basis. Any losses encountered will be charged back to the organization or group responsible for the function. Specifically, charges will include labour (a minimum of two staff for four hours), spirits, wine, beer, mix and incidental supplies. Staff require one hour to set up & one hour to clean up on either side of your bar service. Client may be required to hire Lakehead University Security at the expense of the event and at the discretion of Security Services.
3. Lakehead University Policy prohibits events in University-Controlled spaces later than 11:00pm. The Bar Service clean up time must not exceed the 11:00pm cut off time for University Room Rentals. (Bar Services must close by 10pm, in order for one hour of clean up after Bar Closure)
4. Special Occasion Permits in the name of the University are strictly prohibited.
5. Bar Services (ie. Bartenders & Servers) must be provided by University Food Services Provider or Food and Conference Services Department. All bartenders and servers must be SMARTSERVE trained regarding the serving of drinks and the identification and handling of intoxicated persons.
6. The price structure for alcoholic beverages should be related to absolute alcohol content and kept within the Alcohol & Gaming Commission regulations. Liquor should be served in one ounce shots.
7. Photo-identification cards should be checked for all attendees. (i.e. Driver's licence, Canadian passport, BYID card).
8. The University Food Services Catering Manager and the Conference Services Manager are responsible for the inventory of alcohol. The inventory is to be completed Monthly & tracked by these departments. The price list for alcohol beverages is controlled under the Food & Conference Department.

Domestic Beer	\$ 4.50
Spirits (1 oz.)	\$ 4.50
Premium Spirits (1oz.)	\$ 5.00
Wine- by the glass (6oz)	\$ 7.50
Wine-by the bottle	\$30.00

OVERNIGHT ACCOMMODATIONS

1. CONFIRMATION OF GUESTS: Room blocks may be held for up to 4 weeks prior to the check in date. Final numbers & full guest information must be provided a minimum of 2 weeks prior to check in date. We cannot guarantee availability outside of these timeframes. Client will be charged for rooms that were held & not released in time, at a fee of the minimum night-stay of that location (one or two nights per room or unit).
2. LOST KEY POLICY: In the event that assigned keys have been lost, the organization will be charged for the cost of a lock change. The charges will be a minimum \$150.00 + HST per lost key. Note that some accommodations have more than one key that will require replacement.
3. LOCKOUT POLICY: In the event that an organization has required Lock Out Services more than 3 occurrences in total during a length of stay, a lock-out staffing fee of \$35.00



per occasion will be incurred by the organization. Total charges will be reflected on the final invoice.

4. STAYS LONGER THAN ABOVE NOTED DATES: If an individual arrives before or after the above noted dates, the individual guest will be asked for a credit card or a \$250.00 Cash Deposit (per adult) to secure the nights not included in this contract. These will be charged directly per night as per our Travelers Lodging procedure and will not be included on the final invoice unless directly requested through the Coordinator during regular business hours prior to arrival or departure dates.
5. RULES & REGULATIONS are to be provided to the organization for distribution to their respective guests for their information, review and acknowledgement.

SPECIAL ACTIVITIES & RISK ASSESSMENT

1. The Organization shall obtain for the period of the Conference and keep in force at its sole cost, public liability insurance, including a cross liability clause insuring the University, in the following minimum amounts of coverage:
 - a) For athletic, sports, dancing, physical education activities: \$5 million
 - b) For all other activities, including fire or water-related activities: \$2 million

The University requests that a Certificate of Liability Insurance be filed a minimum 10 business days prior to the event date.

The University requests that a Risk Assessment Form be filed a minimum 4 weeks prior to the event date.

2. In the event that filming or photography is taking place at a public event for the purpose of event promotion, a notice must be placed in the information bulletins in advance of the event (posters, emails, updates etc.) and a public notice must be placed in a high-traffic area on event day.
3. In the event that filming or photography is taking place for the purpose of personal or educational use, the secondary form "Filming Agreement" must be submitted before the event date.

The University requests that the Filming Agreement be filed a minimum of 4 weeks prior to the event date.

OUTDOOR SPACE BOOKINGS

All bookings of outdoor space must be arranged through Food & Conference Services a minimum of 4 weeks in advance of the event. Event organizers should be aware that certain activities may have the 'Potential to Interfere' with normal campus operations. These

considerations include, but are not limited to Amplified Sound, Outside Food Services, Barbeques or Open Flame, Service of Alcohol and Extreme Sports.

Conditions:

1. Impacting normal vehicular and pedestrian traffic along publicly accessible roadways on campus is NOT PERMITTED. Any such impact must first receive approval through the submission of a Risk Assessment Form and approved through Food & Conference Services, Security Services and Risk Management.
2. Access to Fire Hydrants and Fire Department Connections (6m wide, 5m high) must be retained to all Fire Hydrants and Fire Department Connections at all times. This applies to all campus roadways and is particularly important for activities along the Agora Circle Entrance, Lake Tamblyn & Faculty Lounge pedestrian area, and in front of all satellite buildings including PACI, Avila Centre, Sanders Fieldhouse & Hangar.
3. Events should not impact the normal egress from campus buildings (exit doors). Any such impacts should be clearly stated on the Risk Assessment & Floor Plan and will be reviewed on a case-by-case basis by Health & Safety.
4. For events requiring vehicular access through pedestrian corridors for the purpose of event set-up or deliveries of event-related equipment and supplies, the event organizer will need to include the details on their Risk Assessment to Conference Services.

VENDOR INFORMATION

1. Upon use of the public space Agora, Regional Centre Lobby, Main Cafeteria Hallway or other 'Vendor' style areas for an event, the organization is responsible for ensuring the policies surrounding the facility are upheld and extended to any vendor/tradeshow display attending. This includes but is not limited to: sound limits, table capacities, parking areas, and announcements of cultural ceremonies. Additional services such as electricity, tablecloths, poster boards, additional chairs, technical support or catering waivers must be requested in advance of the event date. A full list of policies is available upon request.

Required Documents for Vendors:

Full List of Vendor/Trade Show attendees & contact information

"Non Catered" Event Application OR "CATERED" Event Application (if food is being served)

AGORA Vendor Agreement

AVILA CHAPEL – USE OF SPACE

The following is **Not Permitted** in the Chapel for special events, if any of the following activities are noted during an event, Conference Services reserves the right to ask that the event be closed and all participants leave the premises. (Note: that this is a partial list of regulations and a full list is available through Conference Services.) Removing or sliding open window screens/ windows, Unauthorized removal of furniture, Bringing pets into the facility, Failure to leave

during a fire alarm, Tampering with fire equipment, Burning candles, sparklers, incense (Battery operated candles are permitted), Placing coverings on the risen Christ or tabernacle in the Avila Chapel, The Avila Chapel altar is not to be used as a prop or stage

Smudging is not permitted in any Avila Centre Buildings. Avila Chapel Agreement must be signed & on file prior to an event in the Avila Chapel.

ADDITIONAL CHARGES – After Hours or Special Requests

In the event that a setup or equipment request falls after the regularly scheduled hours of operation, it requires more manpower than the regularly scheduled staff, or is outside of regularly scheduled duties, additional charges may apply. In as many cases as possible, Conference Services will ensure the client is aware of these additional fees in advance via a quote from the department or contractor. For last minute requests, the additional charges will be reflected on the final invoice.

Residence Housekeeping would be happy to have your input and direction on-site during the set up period for your events. If changes or additions are requested after the allotted set up time, you may be charged a minimum fee of \$75.00.

For requests with less than 3 business days' notice prior to the event date, an additional \$75.00 Coordination Fee will apply in addition to charges associated with departmental losses.

When outside equipment is rented and brought onto Lakehead University Property (For example Tents, Decorations, Printers, Water Coolers etc.), they must be removed on the next business day unless previously arranged and approved by Conference Services. A charge of \$50.00 per additional day may be added to your final invoice for space, security and administrative costs associated with the items.

Contractors are utilized on campus for large event set ups, additional cleaning support, movement or delivery of furniture. External Rental Companies are utilized for equipment & decorations not available at the University. These expenses will be quoted when possible and directly reflected on the final invoice.



<p>Technical Services Department (TSC): After Hours Fee: Minimum \$65.00/Hour, 4-Hour Call In</p> <p>September to March April to August Monday – Thursday: Monday – Friday: 8am – 8pm 8:00am – 4:00pm Friday: 8am – 4pm</p>	<p>Physical Plant Department After Hours Fee: Minimum \$35.00/Hour, 4 Hour Call In</p> <p>Housekeeping: Grounds, Building, Electrical: Monday – Sat: 6am – Monday – Friday: 8am – 4pm 2pm Sun-Thurs 10pm-6am</p>
<p>Conference Services Housekeeping After Hours Fee: Minimum \$35.00/Hour, 4 Hour Call In</p> <p>Monday – Friday: 7:30am – 10:00pm Saturday & Sunday: 8:00am – 10:00pm</p>	<p>Aramark Catering After Hours Fee: Minimum \$20.00/Hour, 4 Hour Call In</p> <p>September to March: Monday – Friday 7:00am – 6:00pm April to August: Monday to Friday 7:00am – 4:00pm</p>

METHOD OF PAYMENT

The contract must be signed by the Client and returned to the University Conference Office, no later than two weeks prior to the first day of the event.

If a signed contract is not provided within the prescribed period of time, the University will cancel any and all arrangements made. The signed contract must be accompanied by arrangements for deposit of a minimum 25% of the estimated event costs. This amount is payable by the Client, not the individual. If a deposit was made, it is refundable to the Client only if written notice of cancellation is submitted to the University Conference Office 30 business days prior to the scheduled first day of the conference. If less than 30 business days prior to the start of the conference, no refund is given. The invoice will be sent to the contact person and address as listed on page one of this contract. Payment of all invoices is due upon receipt of the final invoice. Failure to provide payment within this time will result in a 2% per month interest charge on accounts over 30 days.

CANCELLATION POLICY:

In the event of a cancellation Conference Services must receive a minimum notice of 4 weeks. Cancellations less than 4 weeks prior to the event will result in charges associated with departmental losses in services and labour in accordance with the chart below. (minimum of \$100.00 fee will apply)

At the time of Booking & Contract Signing a 25% Deposit is required	
Less Than 4 Weeks (Deposit non refundable)	25%
Less Than 5 Business Days	50%
Less Than 48 Hours	100%

DAMAGES:

Lakehead University Residence & Conference Services keeps an updated record of the conditions of residence rooms, common areas and meeting space. Any damages, except for normal wear and tear, will become the responsibility of the guest. The organization/individual agrees to pay for the cost of repair or replacement of any damage done to University property. An itemized list of any charges and the damaged items will be forwarded to you.

EVENT POLICIES:

1. Conference Services will be responsible for submitting work orders on your behalf for Housekeeping, Physical Plant, TSC equipment reservations and your catering requirements.
2. Please note that postings are only permitted on bulletin boards. Tape is not permitted on walls, doors and ceilings. Conference Services has the obligation to remove any unapproved postings on walls to comply with fire regulations. All extension cords and power bars must be ESA approved and must be taped down or covered, as they may cause a tripping hazard. There should be no standing on chairs, tables or trolleys and any movement of furniture should be arranged through Conference Services.
3. Lakehead University is a non-smoking campus. There are allocated areas around campus that are designated for smoking and vaping. The closest smoking area will be noted with signage or by asking a Conference Associate on site. Smoking cannabis is prohibited on University Property.
4. Conference Services needs to be informed of any tables requiring electricity. We suggest that electrical booths be kept closest to the pillars on the outside rows whenever possible. Specific details will be required on the use of the electrical requirements. (Example: Large screen TV vs. iPad vs. mobile phone vs. DJ service with lighting etc.) All extension cords must be taped down and/or covered, as they may cause a tripping hazard.
5. Conference Services must be informed of any requests to have music, announcements or other sounds that may potentially be disruptive at your display. Conference Services will ensure that all classrooms in the vicinity of the Meeting Room are aware in advance. The volume cannot exceed the level deemed appropriate by on-site Conference Services staff.
6. We respect any display or ceremony that is culturally significant for events. We only require advance notice to inform the classrooms in the area to anticipate additional sounds, scents or music during that time. Please let Conference Services know if you are planning any ceremony at least 5 days prior to the event.
7. A full listing of room capacities may be found on the Conference Services website: <http://conferenceservices.lakeheadu.ca/meeting-facilities/>.

AGREEMENT



"We agree to

- 1) abide by university rules and regulations and to cooperate with the other campus users and we hereby remise, release and forever discharge Lakehead University, its faculty, staff, agents, or employees of and from, all manner of actions, causes of action, suits, claims, liability, losses, covenants, demands, accounts whatsoever against the said Lakehead University, its faculty, staff, agents or employees, which we, the undersigned, ever had, now have or may hereafter have, arising out of our use of the said premises, and
- 2) "Except to the extent caused or contributed by the negligent acts of Lakehead University, indemnify and save harmless the said Lakehead University from and against all actions, causes of action, interest, claims, demands, costs, damages, expenses or loss which the said University may bear, suffer or be put to by reason of any damages to personal property or injury or death which we may bear, suffer or be put to or cause by reason of or as a result of or arising out of our use of said premises.
- 3) to conduct myself, and require all those accompanying me to conduct themselves, with propriety at all times while present at the University, taking care in particular not to disturb classes or any other official University activities that might be taking place;
- 4) that, in return for being allowed to transport all equipment necessary for the display onto the University campus, I will remove from the University all of the said equipment upon completion of the display and leave those portions of the University's campus used for the display in as good condition as when entered, reasonable wear and tear excepted;
- 5) Lakehead University Conference Services keeps an updated record of the conditions of rental spaces. Any damages, except for normal wear and tear, will become the responsibility of the client. The organization/individual agrees to pay for the cost of repair or replacement of any damage done to University property.
- 6) The Organization shall be responsible for ensuring that there is no contravention of fire and safety regulations."
- 7) Any provisions and/or costs related to accessibility for the client's events and participants are the responsibility of the client, including but not limited to items such as real-time translation, interpretation and captioning, specialized technology, furniture and equipment, attendant care, and the production/provision of materials in alternative formats.