



Fueling Students, Community and Culture

Aladdin Catering Services
Middle Georgia State University
100 University Parkway
Macon, GA 31206

Aladdin at Middle Georgia State University

Catering Policies and Procedures

Thank you for choosing Aladdin Catering at Middle Georgia State University to cater your event. We pride ourselves on being able to meet all of your catering needs while providing exceptional service.

Event Planning Guidelines

We certainly want your event to provide an everlasting memory of fabulous food, excellent service, and an ambiance that is beyond your expectations. As you plan your next business event, or other event of any size, consider Aladdin's Catering services. Catering can be ordered directly with the Hatcher Conference Center, via phone: (478) 471-2770 / email: hcc@mga.edu to set up an appointment, plan an event or answer any questions you may have.

Catering Services

Catering service requests vary widely. Tabletop house linens for the food table(s), disposable plastic ware (unless otherwise specified) plus delivery, set up and breakdown are included in all delivered catering services requests. A catering attendant and/or specialty linen services are not included in any drop-off services unless otherwise coordinated. Your order will be delivered and retrieved at the times indicated on your signed Catering Event Order Confirmation. Events requiring plated table service will be served on china using stainless flatware and glassware with all dining tables covered in standard house table linens. Consult with our on-campus Catering Manager to add additional services, if applicable.

Prices and Menu

Our menu prices are based on current market conditions. We reserve the right to make changes and/or impose fees when necessary. Price quotations will be guaranteed for thirty (30) days prior to the event. Prices do not include state sales taxes when applicable, additional rental items requested, minimums, surcharge and/or delivery charges.

Payment

Type of payments accepted include Visa, MasterCard, American Express, Cash and Check.

For all internal MGA University groups payment type, whether University Funds, Purchase Orders, Departmental Accounts, or DCB Funds, is required at time of booking. Aladdin's Catering Manager must receive an email authorization for all DCB Funds directly from the account holder at least three (3) business days prior to the event to confirm a catering order.

Confirmations & Guarantees

All Catering Event Order Forms must be signed and sent back to the Catering office within seven (7) business days of your event. Final guarantees for the number of attendants (minimum billable number) for the event must be received at least three (3) business days prior to your function in efforts for final arrangements to be made. For your convenience, we will prepare to serve 10% over the guaranteed number. In the event the guarantee is not received within the time requested, the bill will be prepared based on the initial number of guests anticipated on the signed Catering Event Order. While we strive to accommodate our customer needs, sufficient notice allows us to prepare products, schedule production and staff appropriately to ensure your event will be a success.

Client Responsibilities

Clients are responsible for reserving the event venue space in which the catered event will be held. All room preparations must be made directly through the Hatcher Conference Center Director, Cristina Mayer via phone: (478) 471-2770 / email: cristina.mayer@mga.edu . This includes but not limited to the delivery and setup of tables and chairs, prior to the event date. This will ensure the catering setup is completed on time. Any arrangements not made by client, left to or requested of the catering services team on the day of event, will be subject to additional service charges. All campus personnel are required to adhere to the campus policies of booking events directly through the Hatcher Conference Center.

Arranging and Reserving a Date

Arrangements can be made by phone, email or by appointment with the Hatcher Conference Center Director. All non-university groups with off-campus venue locations will require an appointment with the Conference Center Director to confirm booking availability. The office hours are Monday - Friday from 8:00 AM - 5:00 PM.

For all Student Life Organizations events feel free to coordinate your catering needs directly with Aladdin's Catering Manager, Shauntae Ray via phone: (478) 471-2828 / email: shauntae.ray@aladdinfood.com .

After details of your requests and menus are finalized, you will receive a confirmation via CaterTrax that you must review, sign and return. Please make sure all event details and menus are correct before signing. Make any necessary changes, sign and return the form to us within five (5) business days. Whether on or off campus the event location needs to be reserved before planning the catering needs for your event. Our Catering specialists are always available to assist with creating custom menus in efforts to make every event a success. When reserving the locations please allow three (3) hours at a minimum for set up and two (2) hours at a minimum for break down.

Changes / Cancellations

Again, all catering orders must be confirmed seven (7) business days prior to the event. Any and all catering requests (i.e. menu adjustments, count increases or decreases, special arrangements, etc..) must be made three (3) business days in advance. If you do not contact us with changes and/or updates within three (3) business days of your event, we will prepare for the estimated number and charge accordingly. Any orders placed after 5:00 PM will be followed up or processed at 8:00 AM the following business day.

Food Pick-Ups & Drop-Offs / Catering Equipment

For events only requesting food delivery or food pickup orders for an event, you are responsible for cleaning up the event space and making sure it is left cleaned for the next group to utilize. For any catering pick-up order(s) that are not picked up on the date scheduled, will still incur a charge for food/supplies and will be billed accordingly.

Aladdin reserves the right to charge for any damaged or missing catering equipment, at the replacement value. For some events, advance notice will be provided by the Catering Services Team for specialty equipment that may need to be rented at an additional charge.

Delivery Fees

There are no delivery fees for catering services held on any Middle Georgia State University Campus. For all deliveries that are made off-campus, a standard \$100.00 delivery and set-up fee will apply. All other delivery charges for off-campus events, further than a 75-mile radius campus (within a 75-mile radius of Macon, GA or Cochran, GA), Aladdin reserves the right to calculate and charge a fee on an individual basis.

China / Linen / Floral Charges

Our Catering Department offers a high-quality plastic service ware unless otherwise requested. We also offer china services for any event upon request (at least seven (7) business days prior to the event). As a standard, we provide standard house tablecloths (black and white), table linens for food and beverage tables, for all set-up and delivered catering events. Standard table linens are also included for guest tables are with full service plated meal events. Any linen request that is confirmed less than seven (7) days in advance, can be provided at an additional charge. The same applies for registration tables, head tables, and any other additional tables that will not be directly used for food and beverages. Specialty linen options can be provided at an additional rental charge. We will be happy to order, receive and handle specific floral and decorative requests for an additional fee determined in accordance with your specific needs.

Attendants/ Service Staffing Fees

Catering attendants are included in service events (75 people or more) that include china table service, full buffet service or formal receptions. You may submit a request to have a server present for your event in which service personnel are not normally included.

Food Safety/Removal Policy

Due to health regulations, it is the policy of Aladdin at Middle Georgia State University that excess food items from events cannot be removed from the event site. To ensure product quality and safety, all event food and beverage items will be picked up no later than 1.5 to 2 hours maximum, after the specified set-up time. Items purchased for pick-up should be properly stored prior to the event and removed or disposed of correctly by the event host.

Food Truck Request**Terms**

All requests for the use of Middle Georgia State University/Aladdin food trucks are on a first come, first serve basis. Reservations must be made at least two (2) weeks prior to the event date. The food trucks are not available during its normal operating hours, Monday – Thursday 11:00 AM – 4:00 PM.

Feel free to request the food truck(s) after 4:00 PM Monday – Thursday and any time Friday – Sunday.

Fees

There will be a \$200 rental fee, per food truck for events up to two (2) hours. Each additional hour is \$100 per hour, per food truck.

The rental fee will be waived for special events over 200 people guaranteed. If 200 people do not attend, you will be charged the normal rental fees. For all future food truck reservations and/or confirmations, please contact Aladdin's Catering Manager, Shauntae Ray directly via phone: (478) 471-2828 / email: shauntae.ray@aladdinfood.com .

Thank You and Looking Forward to Working with You!

As you plan your next business event, or special event of any size, consider Aladdin catering services. We certainly want your event to provide an everlasting memory of fabulous food, excellent service and an ambiance that is beyond your expectations.

Aladdin Catering Services Team
Middle Georgia State University