



Frequently Asked Questions

Epicure Catering Online Ordering System

<p>How do I get an account so I can start using Epicure Catering's online ordering system?</p>	<p>To start planning your event, you can use our Event Checklist and browse our menus on the online site. Once you've decided on a date and type of event, you can create an account by selecting Need an Account? on the Customer Login box. Fill out the required fields and select Continue.</p>
<p>How can I learn to use the system?</p>	<p>The online ordering system has an online tutorial especially designed for our users. Simply select Tutorial on the menu bar. If you have questions after viewing the tutorial, please call Epicure Catering at (916) 278-6786.</p>
<p>Is the online ordering system easy to use?</p>	<p>Yes! The system is an easy four-step food and beverage ordering process. You'll have 24-hour access to your account, which means flexibility in planning and easy management of your orders and invoices.</p>
<p>I created an account on the online site, but I forgot my password. How do I get a new password?</p>	<p>On the Customer Login box, select Need your password? and enter your last name and email. Password reset instructions will be emailed to you.</p>
<p>How do I order food and/or beverage items that are not on the site?</p>	<p>Using the online ordering system, you'll be able to type special requests in the Special Instructions box. Epicure Catering can customize any menu to fit your event needs.</p>
<p>How will I know the status of my food and/or beverage order?</p>	<p>You can have as many food and beverage orders in the online ordering system as you need. You'll have 24-hour access to your account, which means flexibility in planning and easy management of your orders and invoices. You'll also receive email confirmations from the system about your order.</p>
<p>Can I schedule a meeting space through the online ordering system?</p>	<p>The system is used to place food and beverage orders only. Please contact Events.union@csus.edu or call Event Services at (916) 278-6743 for a meeting space.</p>
<p>Can I order tables and chairs for my meeting through the online system?</p>	<p>The system is used to place food and beverage orders only. Please contact Events.union@csus.edu or call Event Services at (916) 278-6743 for tables and chairs.</p>
<p>How do I get help placing an order on the site?</p>	<p>The site has an online tutorial especially designed for users. Simply select Tutorial on the menu bar. If you have questions after viewing the tutorial, please call Epicure Catering at (916) 278-6786.</p>
<p>How far in advance of my event should I place my food and/or beverage order?</p>	<p>You're encouraged to place your catering order as early as possible. As a guideline, you should place your order two weeks before the event date.</p>

<p>Do you require a guaranteed guest count and if so, when do I need to provide this information?</p>	<p>A final guest count must be provided a minimum of three business days before your event. If we don't receive your final guest count before the event, we'll use the last estimate on record as the guarantee. Guest count at the time of billing will be based on the guarantee or the actual attendance at your event, <i>whichever is higher</i>.</p> <p>Changes made to the final guest count after the three business-day deadline will incur an additional 20% charge for <i>each</i> additional guest.</p> <p>The Epicure Catering culinary team prepares food for your event based on the final guest count plus 5% (or up to 15 additional portions) for the entrée menu or buffet meal.</p>
<p>What preplanning should I think about before I place my food and/or beverage order?</p>	<p>We've created an Event Checklist to help you plan your event. You'll find it on the online ordering site and on the Epicure Catering website at catering.csus.edu.</p>
<p>What if I can't find what I'm looking for on the menus?</p>	<p>We'll be more than happy to work with you to create a custom menu. Please contact the Epicure Catering manager at (916) 278-7404.</p>
<p>Is there a minimum order requirement for delivering a catering order?</p>	<p>Yes, our minimum catering order for delivery is \$100.00 and it applies to all orders for events held outside the University Union building. We'll deliver orders that are less than \$100.00, but a delivery charge will apply that is equal to the difference of your order and the \$100.00 minimum. Please note: All orders for events held in the University Union must be delivered per Union policy.</p>
<p>Can we take leftover food items from an event?</p>	<p>Unfortunately, due to health regulations, leftovers may not be taken from the event and will not be packaged for removal for any reason. Exceptions include baked items such as cookies, brownies, bagels, and breakfast breads. In compliance with health regulations, perishable food items served buffet style can only be presented for a maximum of two hours.</p>
<p>Can we bring our own perishable food items to our event?</p>	<p>Due to health regulations and food safety concerns, no perishable food item from an outside vendor can be served at a catered event.</p>
<p>Are we allowed to pour our own alcohol?</p>	<p>All catering clients must adhere to the Sacramento State Alcoholic Beverage and Drug Policy.</p>

<p>What are the rules for hosted bars at an event?</p>	<p>The bar may only remain open for a maximum of (not to exceed) three hours of bar service.</p> <p>A nonalcoholic beverage must be served at all events. The Epicure Catering staff must attend all bar service events.</p> <p>The Epicure Catering staff must attend all bar service events.</p> <p>The alcohol bar service set up is an additional charge and will be added to your bar service time.</p> <p>Alcohol service will stop 30 minutes before the end of your event.</p> <p>A photo ID with proof of age may be required.</p> <p>No exceptions are permitted due to compliance with the Sacramento State Alcoholic Beverage and Drug Policy.</p> <p>Service may be refused to anyone who appears to be intoxicated.</p> <p>Please contact Epicure Catering regarding additional arrangements to provide food service during your alcohol service.</p>				
<p>Do you have a cancellation policy and what are the charges?</p>	<p>A cancellation must be made in writing at least three business days before your event to minimize costs already incurred by Epicure Catering.</p> <p>If you fail to cancel an event, you will be billed the actual cost incurred by Epicure Catering as a result of the cancellation. Your cancellation request should be emailed to catering@csus.edu.</p> <p>Due to food and labor costs, some fees will be prorated and charged to the client if the event is cancelled less than three business days before the event.</p> <p>The following fees apply:</p> <table border="1" data-bbox="680 1136 1502 1346"> <tr> <td data-bbox="680 1136 1101 1241">Less than Three Business Days</td> <td data-bbox="1101 1136 1502 1241">50% of the quoted price for the event will be charged</td> </tr> <tr> <td data-bbox="680 1241 1101 1346">One Business Day or Less</td> <td data-bbox="1101 1241 1502 1346">100 % of the quoted price for the event will be charged</td> </tr> </table> <p>If Sacramento State closes unexpectedly, your event will be cancelled at no charge.</p>	Less than Three Business Days	50% of the quoted price for the event will be charged	One Business Day or Less	100 % of the quoted price for the event will be charged
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<p>Do you provide linens with your catering service?</p>	<p>Linens are always complimentary for your food and beverage tables. Linen is also included for all guest seating with china service.</p> <p>You may rent additional linen covers for registration and display tables.</p>				
<p>I'm trying to use the calendar on the ordering site and it won't let me select the day I want for my event. Why?</p>	<p>Unfortunately, you may have selected a day that is completely booked.</p> <p>Online ordering is unavailable five or fewer days before your event. Please call Epicure Catering at (916) 278-6786 for assistance in placing your order.</p> <p>Booking an order within the blackout dates will incur a 15% charge.</p>				