



# SimplyDelicious

BY HALLMARK

MAKING OCCASIONS EXTRAORDINARY.

## WILMINGTON COLLEGE DINING SERVICES CATERING EVENT PLANNING GUIDE

At Wilmington College Dining Services, we are committed to ensuring your catered events are seamless and memorable. To help you plan effectively, we've outlined important strategies and timelines for utilizing our wide array of catering options.

### Catering Menu

Our catering menus will soon be available online at [wilmington.hallmarkdining.com](http://wilmington.hallmarkdining.com). Please find the attached menu while we work to get it online. Feel free to contact us to help you plan your next event. We are continually curating new menu options and will notify you as they become available.

### Planning Your Event

Our dedicated on-site catering team is here to assist you every step of the way. Feel free to connect with us!

**General Email:** [catering@wilmington.edu](mailto:catering@wilmington.edu)

**Tina Handal:** Assistant Director of Dining & Catering | 937-481-2317

**Matthew Moore:** Director of Dining

To ensure a successful event, we recommend reaching out at least two weeks in advance. This allows us sufficient time to coordinate food, equipment, and other essential details. Following is a planning timeline to guide the process.

## Two Weeks Before the Event

At this stage, finalize all key details, including:

- Menu selection (including dietary or allergen considerations)
- Event timeline, location, table arrangements, and decorations
- Serviceware preferences
- Minimum guest count
- Billing account information for invoicing

Once these details are set, we'll provide an event confirmation for your review. This confirmation will outline all aspects of the event, including menu choices, guest count, special accommodations, setup requirements, and billing details. Please review the document carefully and confirm via email.

For events exceeding \$1,000, a signed event contract is required to finalize the booking.

## 72 Hours Before the Event

Please notify us of any changes to the minimum guest count. While we will do our best to accommodate adjustments, additional charges may apply to cover changes in food, staffing, or decorations. For last-minute events, extra fees may be incurred to source food, supplies, or staff from non-traditional vendors. Such charges will be discussed and confirmed when placing the order.

## 24 Hours Before the Event

You will receive a final detailed invoice that includes all costs and the confirmed guest count. Our team will follow up via email or phone to confirm any remaining details. If any additional costs arise during the event, an updated invoice will be sent the next business day.

## Day of the Event

- Table & Chair Setup: Unless otherwise specified, it is assumed that tables and chairs for guest seating and food service will already be arranged at the venue. If you require our team to handle this setup, please notify us at least two weeks in advance so we can allocate staff and include associated charges in your invoice.
- Timeliness: Our priority is delivering fresh, high-quality food on time. Please inform us promptly of any schedule changes to avoid disruptions.

# Cancellation Policy

## OFF-CAMPUS GROUPS & ORGANIZATIONS

- Cancellations made two weeks or more before the event will receive a full refund.
- Cancellations within two weeks of the event will forfeit the 50% deposit (due 30 days prior).
- Cancellations within one week of the event will incur either the actual costs incurred or the 50% deposit, whichever is greater.

## ON-CAMPUS GROUPS & DEPARTMENTS

- Cancellations are allowed up to two weeks prior without penalty.
- Cancellations within two weeks of the event may require reimbursement for costs associated with food preparation and other pre-incurred expenses.



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With Wilmington College Dining Services, you can count on a smooth and enjoyable catering experience. Let's make your event unforgettable!