



Steps for Holding an Event with UCLA Catering (Medium – Large Events)

- 1) **Start planning.** For medium – large complex events, booking 6 -12 months in advance is highly recommended. Contact us as soon as you have the following information:
 - Event objectives
 - Ideal date or range of dates for your event
 - Approximate number of attendees
 - General idea of activities involved in your event; tentative agenda is helpful
- 2) **Go on a site visit.** At this visit you will meet with a Catering Sales Manager and have a conversation about arrangements and as many of your event details you know about at that time. You may also visit possible rooms and event locations if you are unfamiliar with the venue that you are considering. You can see the rooms we manager or we can come to your campus location to familiarize ourselves with your event space.
- 3) **Place a hold.** Once you have identified the venue and determined the date that will work best for your event, you may place a hold for our rooms and/or services for up to two weeks while you finalize your decision.
- 4) **Review and sign contract.** Once you decide to book with UCLA Catering, we will send you a contract—usually within 24 hours. The contract defines the space/location for your event, the approximate number of attendees, and outlines the policies and procedures that apply to your event. This includes any insurance needs, catering order deadlines, and guarantees.
- 5) **Make a deposit and work on final details.** Once you receive the contract, you normally have two weeks to sign and return it with a predetermined deposit. Once the contract and deposit have been received, you will continue to discuss and finalize arrangements with your Catering Sales Manager.
- 6) **Finalize items on your Working Event Order.** At least 45 days before your event, you will receive a Working Event Order. This document includes the detail of event arrangements that you have discussed with your Catering Sales Manager so far. You have two weeks to finalize these arrangements with us.
- 7) **Approve your BEO.** One month (30 days) before your event, you will receive a Banquet Event Order (BEO) for your event that includes your final catering menu selections and will require your final approval.
- 8) **Pay estimated charges.** One week (7 days) before your event, you will need to provide the final guarantee for the number of people attending your event. At this time, you also make payment for all estimated charges. You will receive a final invoice once the event is completed.

More...

Steps for Holding an Event with UCLA Catering (continued)

- 9) Conduct a final site walk-through.** If you are holding your event at one of the venues we manage or another campus venue, we highly recommend that you do an audio/visual walk-through of the event site to test sound, lighting, and any other logistical matters that may be important to your specific event.
- 10) Enjoy your event.** On the day of your event, you will meet the banquet captain who serves as the on-site coordinator for your event. Please feel free to talk to him or her about any questions, concerns, or suggestions you have during the course of your event.
- 11) Let us know how we did.** We will send you a final invoice the next business day after the conclusion of your event. We encourage you to take a few minutes to let us know how we did and how we can serve you even better in the future by sending us your comments online.

Thank you for your interest in UCLA Catering...We make events happen!