

Group Policies & Procedures

This is a general overview of RIT Dining policies and procedures for all groups. Any questions or concerns should be directed to the RIT Service Center (RSC) at help.rit.edu.

RIT Dining – Group Overview

Prior to Groups Arrival:

- » **30 Days Prior to Arrival**
 - Submit estimated program dates, dining needs, counts, and attendance confirmation.
 - Refer to chart on page two for any Short Notice Fees
- » **No later than 1 month prior to group's arrival** – Finalized meal arrangements and estimated counts.
- » RIT Dining Staff will email a copy of the finalized contract for signature to confirm contract accuracy.
 - Any specialized arrangements will be specifically outlined on the contract (Extended hours, boxed meals, etc.).
- » **10 business days prior to start of the program** – Any dietary restrictions or food allergies must be confirmed at this time.
- » **5 business days prior to start of the program** – All updated final counts must be submitted to the RIT Dining Business Office Staff five (5) business days prior to the start of the program for dining production planning and programming purposes. Increases to guaranteed count are allowed. Based on group size, an additional administrative fee will apply and will be determined by the RIT Dining Business Office.

Program Duration:

- » Group leads and contacts are responsible for providing all group participants with correct dining locations, hours of operations, meal times, arrangement details, and RIT Dining policies.
- » Groups with participants under 18 years of age must be chaperoned. Group members should not be left in dining locations unattended.
- » Control card groups must have a way to identify themselves (e.g., t-shirts, lanyards).
 - If group does not have a way to identify themselves, please contact RIT Dining main office. We may be able to coordinate this. Please give notification when submitting estimated counts.
- » Groups are responsible for leaving dining locations as they found it.
 - Any group that does not leave the dining location as they found it (e.g., leaving all your dishes on the tables) will be charged an additional administrative fee of \$100.00 for cleaning.
- » Unauthorized use and sharing of meal cards is strictly prohibited. This includes: use of cards at locations outside of contracted locations or times and use of cards between various groups. Misuse of cards will NOT be refunded.
- » Any lost or stolen RIT IDs and/or meal cards must be reported immediately to RIT Public Safety at 585-475-2853.
 - Any charges incurred on cards until they have been reported lost or stolen are the responsibility of the group.
 - Contact the RIT Service Center immediately at 585-475-5000, Monday – Friday, 8 a.m.–4:30 p.m. for replacement card.

Group Departures & Billing:

» Missed Meal Penalty:

- Any missed meals will result in the full quoted amount total being billed. If less than 50% of group does not show up, the group will be charged for usage and the difference of the quoted amount.

» Cancellations:

- If for any reason the entire program is cancelled, a notice made more than 30 days prior to the group's arrival should immediately fill out an RIT Dining general request form.
- Any group who cancels completely after the signed contract, 30 days prior to arrival, will be charged a \$150 cancellation fee.

» Boxed Meals:

- All boxed meals will be billed on a guaranteed count basis.

» All invoices will be submitted directly to the event contact and charged to the account number provided. Charges will reflect the terms and rates listed on the group's contract.

- Group contact is responsible to ensure all billing and contract details are approved and communicated to their corresponding departmental contacts.
- All account combinations provided must be enabled to ensure timely billing.
- Any group that extends between months will be billed on a monthly basis for timely accounting purposes.

Cards:

- » A \$0.50 fee will be charged per meal card requested by the group.
- » If using RIT IDs, it is the responsibility of the attendee to keep it with them at all times, otherwise admittance will not be allowed.
- » There is no fee associated with control cards.

Extended Hours:

- » Fees to open a dining location for times not during normal hours of operation will be charged on a half-hour basis and will be billed based on group needs and dining location.
 - The group must request the extended hours at least 30 days prior to the start of the event for staffing and planning purposes.

SHORT NOTICE FEES				
# OF PARTICIPANTS	51+	\$150	\$100	\$75
	21-50	\$100	\$75	\$50
	0-20	\$75	\$50	\$25
WEEKS NOTICE				

Updated 11/3/2021

RIT Dining reserves the right to change, amend, modify, suspend, continue or terminate all or any part of the Policies and Procedures and the Contract either in an individual case or in general. RIT Dining will attempt to notify the customer of any changes in advance.