

Frequently asked questions

What information should I provide you with in order to get a quote?

Great question! We typically ask that you have the following information available in order to provide you with the most accurate quote:

1. How many guests will be attending your event?
2. What is the event timeline (start and end time)?
3. Will you be having a bar?
4. Are you working within a budget? If so, what is it?
5. What type of meal(s) are you looking for? Breakfast, break, lunch, dinner, reception?
6. What is the location of the event?
7. What is the date of the event?
8. Do you require additional staffing?
9. Do you prefer china or disposables?
10. Is there any additional information you would like us to know?

How far in advance do we need to place our order?

In order to best serve you, we require a minimum notice of two business days (48 hours) prior to your event date in order to accommodate your request. Should you have a last-minute order, we will certainly try our best to accommodate. Please note: orders placed less than 48 hours prior to the event are subject to a 30% late fee.

Is there a minimum order?

Deliveries on weekends, after-hours or statutory holidays require a minimum order of \$250.00 prior to taxes.

Do you require a deposit?

We do not require a deposit for St. George Catering, however we do require that you provide us with your method of payment in order to confirm your event. We will provide you with the appropriate forms to fill out and return to us.

Is there a cancellation fee?

If your function is cancelled with more than three business days (48 hours) notice there will be no charge. All cancellations made after the 48 hour deadline will be subject to a 100% cancellation fee.

How are payments made?

Payment of the final bill can be made by credit card or through FIS (University of Toronto clients only).

Is there any benefit to paying by FIS if I am a University of Toronto client?

Yes! By paying by through FIS (internal transfer) you will save the cost of taxes (13%).

Do you charge a delivery fee?

All orders under \$100.00 (excluding taxes) are subject to a \$40.00 delivery fee.

Do you charge for set up and tear down of the delivery?

We offer complimentary set up of your food and beverage.

Can you provide me with staffing for the duration of my event?

Yes, based on your event requirements, any staffing or rental fees will be determined by your event coordinator. Staffing charges will be added to your final invoice.

When you arrive to deliver my order, is there anything I should know?

St. George Catering Co. will deliver orders approximately fifteen (15) minutes prior to the event starting time that you will have provided. To ensure that your order is accurate and secure, we recommend that someone be present to accept delivery. St. George Catering Co. is not responsible for unattended events after delivery. Subsequent pick-up of equipment after the initial attempt will incur an additional pick-up charge.

Will you bring tables for set up or do I need to provide my own?

In order to ensure a smooth delivery, we ask that you please make sure that your room is accessible at the specified set up time and that the appropriate tables are set up. If you do not have access to tables, you can rent them from us directly.

Do you provide plates/cutlery/glasses? Are they disposable?

St. George Catering Co. provides complimentary disposable plates, napkins, cutlery and cups. Should you prefer china, we can coordinate rentals.

Do you provide linens? What color?

We provide white linens for all buffet/food service tables. Should you require additional linens or linens of a different colour, you can rent them from us directly.

If I'm ordering a hot menu, do you provide the warming equipment or is there an extra charge for that?

Hot items include the appropriate equipment to maintain their temperature throughout the course of your event.

If we want to serve alcohol, can you facilitate?

All alcohol must be coordinated through our partner, Campus Beverage Services. You can access their website here. We are happy to put you in contact with the appropriate person to facilitate the serving of alcohol at your event.

Do you accommodate dietary restrictions and allergies?

Yes, we are happy to accommodate dietary restrictions and allergies. We ask that all dietary restrictions be provided at least 48 hours prior to your event so that we can prepare accordingly.

What days can I order catering?

Our catering menu is available for delivery Monday - Sunday from 6am – 8pm, except for statutory holidays and University of Toronto closures. Days and times are subject to schedule availability.

How do I place my order?

Online orders can be placed directly through our website, as long as they are placed at least 2 full business days in advance. If you are ordering within two business days of your event, your order can be placed via e-mail stgeorgecatering@utoronto.ca or by phone at (416) 585-3169.

If I ordered online, can I still make changes?

Yes, you can make change requests online directly through our catering system. Once we receive the changes, we will review and make the necessary adjustments and provide you with a confirmation e-mail. You can also e-mail or call our office regarding your changes.

What charges or fees are not included in the menu price?

Taxes and delivery charges will be added to your order before checkout.

Can you help me arrange additional deliveries like florals and other rentals?

Absolutely – we are happy to work with external vendors to order these items and include them in your quote.