

# Delivery Frequently Asked Questions:

## **What is expected at the delivery location?**

The delivery location needs to be accessible by dining staff at least 15 minutes prior to delivery time. The room should be unlocked. A table or counter should be available to hold the items delivered.

## **What time will the delivery arrive?**

The time noted on the order (event time) is the delivery time. Deliveries may arrive up to 15 minutes early.

## **Will the staff set up and service the event?**

Dining staff is expected to deliver the items ordered. Set up and service are available for a fee. Call 273-2333 for details.

## **When will reusable equipment from an event be picked up?**

Reusable items (ie beverage dispensers) are scheduled for pick up the next business day after the event. If other arrangements are needed, please note them on your order.

## **What if we moved the equipment that should be picked up?**

If reusable items need to be moved from the delivery location, call 273-6036 to note the new location.

## **How much does delivery cost?**

There is a \$10 fee for on campus deliveries. For orders totaling more than \$75, the delivery fee will be waived. To avoid the delivery fee, orders can be picked up at no cost from five locations across campus (23<sup>rd</sup> Street market, Biscotti's, Chats, Piazza and Rialto.) Pick up location is selected when placing an order.

## **What if my delivery does not arrive on time?**

For any problems with your order, call 273-2333.

## **Does the delivery person expect a gratuity?**

Gratuities are not accepted by Department of Residence staff.