



Policy Guide

Restaurant Associates is thrilled to be the on campus caterer for Novartis. We are a full service catering team and are happy to customize any menu or event!

All orders must be placed by 3:00pm the day prior. However, to provide you with the best catered services, we request a minimum of 48 hours notice.

A variety of menu items require 24 hours notice and Kosher requests require 48 hours notice. These items will be noted on menus.

Service requested outside of this timeframe will be based on product and staff availability. We will make every effort to accommodate your needs and request.

For any other last minute orders, a verbal or written confirmation with the Catering Department is necessary.

We request that you guarantee the number of guests attending your event at least 24 hours in advance.

We know that at times you may need to cancel an event with short notice. Please notify us 24 hours in advance to avoid any charges due to our advance preparation.

Standard drop off & pick up service is served with disposable products. Please contact the catering office should you prefer to have China at your event.

In order to keep costs down we must recover all catering equipment; if you move any equipment from the delivery location, please notify the Catering Department at 617-871-3497.

Deliveries are available from 7:00 am – 5:00 pm. Additional charges may apply for earlier or later deliveries.

7% sales tax applies to all orders.

Please contact the catering team for your special event needs at 617-871-3497.