



**YOUR OFFICIAL LETTERHEAD**

**MEMORANDUM FOR MWR CATERING**

**FROM:** [Commander's Name and Rank], [Unit Name]

**TO:** Fort A.P. Hill Directorate for Family and MWR, Food and Beverage Manager

**SUBJECT:** Request for MWR Dining Support

1. Purpose: This memorandum formally appoints a unit representative to liaise with the Fort A.P. Hill Directorate of MWR Food and Beverage manager regarding all catering and troop feeding requirements for the above unit. This memorandum also serves as acknowledgement of understanding and agreement to the following policies.

2. Appointment: The following personnel are designated as Primary and Alternate Unit Points of Contact (POC(s)):

|           | <b>Name</b> | <b>Rank</b> | <b>Email</b> | <b>Phone</b> |
|-----------|-------------|-------------|--------------|--------------|
| Primary   |             |             |              |              |
| Alternate |             |             |              |              |

3. Responsibilities & Requirements: The appointed POC(s) are authorized and directed to coordinate catering and troop feeding services on behalf of the requesting unit with the Fort A.P. Hill MWR Food and Beverage program, and authorize the following:

- a. Contact the MWR Food and Beverage manager to discuss upcoming unit troop feeding and catering events.
- b. Complete the event proposal form provided by Family and MWR.
- c. Confirm event date, time, and location, and provide a final attendee count via signed catering agreement with the MWR Food and Beverage manager no later than 10 business days prior to catering or troop feeding event(s).

4. Fort AP Hill Food and Beverage Operations Policies: The following policies are in effect for all catering and troop feeding events at Fort A.P. Hill and are acknowledged by the unit and its designated POCs:

- a. Punctuality: Units are expected to adhere to the schedule outlined in the signed catering agreement. MWR is not obligated to provide services outside of agreed-upon times. If a unit arrives more than 15 minutes late, MWR reserves the right to refuse service without reimbursement or proceed with service at Family and MWR's discretion, potentially concluding at the originally scheduled time regardless of meal completion.

- b. Behavior: All unit personnel are expected to conduct themselves professionally and respectfully while on MWR facility premises. Disruptive, inappropriate, or unprofessional behavior may result in immediate refusal of service, contract termination without refund, and a report to senior leadership for further evaluation and possible action.
- c. Cancellations & Food Forfeiture: If a unit cancels troop feeding after MWR has procured food, the unit agrees to pay 100% of the Food and Beverage costs. MWR will not store food beyond the final scheduled troop feeding date, transport food/beverages to alternate locations, or provide refunds for unpicked-up food. Food not picked up by the final scheduled date will be forfeited to Family and MWR. Food pickup requires advanced coordination with the MWR Fort A.P. Hill Food and Beverage Manager during normal business hours.
- d. Communication: Timely and responsive communication via email is essential. Units are responsible for maintaining consistent contact with MWR to ensure clarity and prevent misunderstandings regarding catering arrangements.
- e. Contract Modifications: MWR reserves the right to accept or reject any modifications to the catering agreement, including changes in headcount (PAX), adjustments to dates and times, and any alterations affecting MWR operations, staffing, costs, or menu options.
- f. Unauthorized Feeding: Unit leadership is responsible for ensuring only authorized personnel receive meals. MWR will serve up to the contracted PAX but is not responsible for verifying individual eligibility. The unit agrees to pay for any additional meals served to unauthorized personnel and waives any claims against MWR if food supplies are depleted due to unauthorized consumption.
- g. *Catering Agreement & Final Counts: A signed catering agreement, detailing date, time, meal periods, duration, menu, and finalized headcounts, must be in place with the MWR Food and Beverage manager at least 10 business days prior to the event. Final payment is due prior to the event and must be processed through the MWR Food and Beverage manager.*
- h. *Meal Guarantee: The requesting unit is obligated to pay for the greater of the final number of guests/meals guaranteed on the catering agreement or the actual number of meals served. No refunds will be given for unserved meals and MWR is not obligated to package, transport or otherwise commit time for food takeout when the event was contracted for service inside the DFAC.*
- i. Service Charge: A 20% service charge will be applied to all Food and Beverage purchases, with the exception of Official Troop Feeding events.

- j. Outside Food/Beverages: No outside food or beverages are permitted inside the dining facility.
- k. *Menu Finalization: Menu selections and details must be submitted and finalized at least 10 business days prior to the event date to allow sufficient time for food procurement.*
- l. Facility Damage: Units are responsible for any damage to MWR facilities caused by their members. Items may not be taped, stapled, or nailed to walls. Tablecloth damage will be charged \$20.00 per tablecloth. Glitter, tinsel, or confetti are prohibited. MWR is not responsible for lost or left-behind items.
- m. Unit Conduct: The unit is responsible for the conduct of its members while on premises.
- n. Pricing: All patrons will receive equal pricing, privileges, and service in accordance with Army Regulation 215-1. No “special” or “discounted” rates will be offered.

Acknowledgement: Please read, sign, and return this memorandum to the MWR Food and Beverage manager so we may begin to plan for your upcoming feeding. Please note that your reservation will only be valid when this document has been received by MWR.

*Signature*

Unit Commander