

We want you to have a great time watching Maryland Football from your luxury suite. Our menu and service are intended so that you can relax, have a blast, and focus on the game. The information contained on this sheet is designed to help you order easily. Relax, cheer the Terps and enjoy the best in Terrapin hospitality!

In order for us to best serve you and meet all of your food and beverage requirements, we would ask that you place your order in advance. Orders placed in advance allow for a greater selection for you and your guests. The Advanced Order deadline is Tuesday at 11:00pm for a Saturday game.

Please place your Advanced Order online through our web-based ordering system at [suites.umd.edu](https://suites.umd.edu).

**The first time you log in to the ordering website you will need to create an account. You will need to provide your name, company / organization / department name (if applicable), billing address, billing phone number, and email address.** Account information entered previous to August 2021 has been deleted so ALL customers must create an account.

Once your account is created, you must select your assigned suite and place an order. You then must select whether you are a guest in the suite, an authorized individual ordering for the suite owner, or the suite owner yourself. You may then use that same account to place advance orders for future games as well as view your previous orders. Any questions or problems with your order or account can be directed to the Terptations Management Team via email to [terptations@umd.edu](mailto:terptations@umd.edu).

Once you have completed selecting menu items you will be directed to a **NEW** payment process. The major change in the payment process for the 2022 season is that we are no longer able to allow credit card information to be entered into the ordering website or kept on file due to credit card security and PCI compliance.

This **NEW** process requires you to select from ONE of these four (4) options for payment:

1. **Pay On Site:** I agree to bring a credit card for payment to the event.
2. **Invoice:** I agree to be invoiced and pay by check or credit card after the event.
3. **KFS:** University of Maryland Departments Only. This payment type is only available for food and non-alcoholic beverage items. If you are also ordering alcohol, create a new order for those alcohol items selecting a different payment method.
4. **Foundation:** University of Maryland Departments Only. This payment type may be used for alcoholic beverages as well food and other beverage items.

If you wish to pay for your order with a credit card, then please select either Option 1 to Pay On Site at the event or Option 2 to be Invoiced after the event. If you select Option 2, instructions on how to access the secure payment portal to make a payment will accompany your final invoice via email from our Business Office [dsfinance@umd.edu](mailto:dsfinance@umd.edu) within five (5) business days after the event. The email will include an Invoice with total amount due as well as an itemized receipt of all items purchased and the service charge and gratuity (if applicable). Payment will be due within thirty (30) days of the invoice date not the event date. Any questions about your invoice can be directed to our Business Office at [dsfinance@umd.edu](mailto:dsfinance@umd.edu).

If you wish to order additional items during the game, a Suite Attendant will be standing by to receive Game Day Orders. Game Day Orders are supplements to Advanced Orders and the menu is limited to those items easily prepared and served during the event. To add Game Day menu items to an Advanced Order, you must be an authorized individual for that account. Otherwise, you can place a Game Day Order as a guest. Payment for Game Day Orders will work the same as an Advanced Order in that you may select to Pay on Site with a credit card, Agree to be Invoiced and pay with a check or credit card after the event, pay non-alcoholic beverages and food with a KFS account, or pay for alcoholic beverages and/or food items with a Foundation Account.