

## ***Service Policy***

### **Terms & Conditions for Catering Parties**

#### **Deposit**

A \$100.00 non-refundable deposit is required for all customers.

#### **Payment**

If paying by check, payment in full is required (5) five days prior to the event. If you would like to pay the day of the event, you must pay by cash, certified check, money order, company check, or credit card.

#### **Requirements**

We require two (2) 8-foot tables standing and covered with a tablecloth when we arrive (not required for drop-off parties). Please leave an area closest to the food for accessibility of our catering vehicle. A good map to your location is essential.

#### **Time Limitations**

Food can be left out for up to two (2) hours (if we notice everyone has eaten, we will clean up our supplies and leave). After two hours, we will return to pick up the supplies. At this time, any food left in the chafers or on the buffet will be taken back to our facility for disposal or as a charitable food donation. If there is no food left in the chafers, we will assume it has all been eaten. If you would like to have the food available longer, you must contact us immediately or there will be an additional fee. (Not applicable to Drop-Off Parties) We will arrive about 30 minutes prior to the end of your full service party, and 15 minutes prior to your Drop Off Party.

#### **Grill Parties**

We will arrive about one hour prior to the scheduled serving time, depending on the number of guests. Food will be left out for a 2-hour period unless everyone has eaten all the food desired. If so we will pack up, clean up, and leave the premises.

#### **Pricing**

A representative will call you about a week before your event to confirm the following:

- Final menu selection
- Final head count
- Good directions or a detailed map for the event location

Changes cannot be made to the menu and your final count cannot be reduced after we have taken the final information from you. Although, you may increase your count, if it is done so at least (5) five days prior to your event.

We will feed the number of people you that you specify. If more people show up or there are children who were not counted, we cannot be held responsible. Drop-Off Special menus are subject to 6% sales tax and a \$60.00 delivery charge. Full service parties subject to a 6% sales tax, 18% service charge & \$75.00 delivery (free delivery over 50 people). Tipping is at your discretion.

#### **Food Availability**

Some food items are seasonal and only available during certain months of the year. Minor substitutions in spices, for example, may be made based on available stock.

#### **Allergies**

We cannot be responsible for allergic food reactions. Therefore, you are urged to ask your guests prior to the event about possible food allergies and to advise us of those requests.

Name\_\_\_\_\_ Signature\_\_\_\_\_ Date\_\_\_\_\_