



## Ordering Guidelines

### Ordering Lead Time

Please place your order at least two working days prior to your catered event. We will make every effort to accommodate last minute requests, but this lead time is necessary to ensure that fresh ingredients and adequate staff are available. Orders must be confirmed the day before the scheduled event.

### Cancellations

We realize that emergency cancellations do occur and we'll do our best to avoid any cancellation charges. If an order is cancelled at least 24 hours in advance, we can usually avoid any charges except for specialty ordered food products or prepared foods that cannot otherwise be utilized.

### Hours

Prices quoted are for services during our normal business hours of **{7:30-3:00}**. Arrangements can also be made for catering after hours.

### Pricing

Unless otherwise specified, all catering orders have a minimum of 10 guests. Orders are served on china or reusable catering platters. Linens, flowers, decorations, wait staff and other custom services are also available at an additional charge, which will be quoted separately. Any unreturned catering equipment will be billed to the requesting party at full cost.

### Billing

All catering orders will be billed and require payment within 30 business days. Credit card orders will be processed on the day of the event but will be pre-authorized once an order is placed.

### Clean up

Delivery and clean up charges are not included in the pricing for orders delivered on our reusable catering ware. If requested at the time of order, delivery and clean up services can be provided at an additional cost. Orders that specify china service will have delivery and clean up included on the bill