

## General Information and Policies

### Table Service Options and Pricing

#### ***Dressy Casual (included in pricing listed for buffet, family style and station menus)***

This option includes all necessary basic disposable tableware with paper napkins. Disposable tableware and napkins will be placed on the buffet. All food and beverages (*with the exception ice water*) will be buffet style. Carafes of ice water will be placed on each guest table. Catering staff will clear guest tables.

#### ***Cocktail Dress Service (\$3.00 per guest)***

This option includes upscale disposable tableware with a linen napkin placed at your guest tables. A great option for buffet, family style or station service.

#### ***Black Tie Service (\$5.00 per guest) (included for plated dinners)***

This option includes china tableware and linen napkins placed at your guest tables. Your guest tables can be set with your choice of one of the three china patterns we have available. A more formal option for buffet, plated, station and family style service. Please inquire about the availability at your venue. Some venues either are not conducive to china service or require additional charges to accommodate extra labor.

#### ***Vintage China Service (\$7.00 per guest)***

This option includes your guest tables set with beautiful eclectic vintage china and linen napkins.

#### ***Plated Salad Service (\$2.00 per guest)***

Choose this if you would like to have your salad served table side to your guests.

### Types of Service Styles Available

**Buffet Style** – Our staff will cloth your buffet with linens that drop to the floor, provide a centerpiece that will compliment your decorations, set up and attend buffet, serve ice water to your guests, release your tables to the buffet and clear tables through the end of dinner service.

**Family Style** – Our staff will serve platter and bowls of your chosen menu to each table to be passed amongst your guests.

**Plated Dinners** – Our staff will serve your guests a pre-plated meal that your guests have selected prior to your wedding date. You will be required to place cards at the table for each guest for our wait staff to serve the correct plates to the correct guests.

### Fees and Pricing Guidelines

All menu pricing is based on a minimum of 100 people, unless otherwise indicated. Please call for a quote for smaller groups. All prices are subject to change due to increases in product costs, fuel costs, taxes and currency valuations. Prices are guaranteed 60 days prior to your event date. Delivery charges may apply. Please add 20% operations fees to all events (except for corporate drop-off services). The operations fee covers: event staff, staff uniforms, basic buffet linens and buffet décor, loading and unloading of all food and equipment, vehicle maintenance and insurance, event and liability insurance, wages paid to staff while traveling to and from your event (within 30 minutes/miles of the commissary), fuel costs, replacement costs of any missing or damaged equipment, trash removal, cleaning and storage of all food equipment upon return to our commissary, etc. This fee is not a gratuity and not given to the staff as such.

### Labor

Up to four (4) hours of onsite labor is included in most pricing for groups over 100 with additional labor being billed at \$35.00 per hour per server needed. Labor is billed at \$35.00 per hour per server for groups under 100. Onsite labor begins when staff arrives at the location of the event and ends when they are off the property. Please note that any additional time the staff is on location will be charged to you after your event.

### Guarantees

All catered events (except for corporate drop-off services) require a guaranteed number of guests no later than 15 business days prior to the event date. This is the minimum amount you will be billed for and after the number is given it cannot be lowered. If the sales department does not receive a guaranteed number of guests, then we will consider the estimated number indicated on the contract as the final number and you will be charged for that amount. We will do our best to accommodate additions to this number, but this will depend on the availability of products and the amount of the increase. Increases in the guest count 72 hours or less before the event will result in a 10% increase in pricing for those guests.

### Payment Terms

A non-refundable booking fee of \$250.00 will be required to reserve *Catered Creations, Inc.* services. Half (50%) of the estimated balance is due 6 months prior to the scheduled event. Your final guest count is required fifteen (15) days prior to your event and final payment will be due ten (10) days prior to your event. *Catered Creations, Inc.* accepts personal checks up to ten (10) business days prior to your event. After this date, *Catered Creations, Inc.* will only accept secured funds in the form of cash, certified checks from your financial institution and a credit card that is brought into the office during business hours (Monday through Friday from 9:00 a.m. to 5:00 p.m.).

### Cancellations

Cancellation of contract will only be accepted in writing. If written cancellation is received 90 days prior to your event date, the 50% payment, less the \$250.00 non-refundable booking fee, will be refunded. If the cancellation is received less than 60 days prior to the event the client is responsible for any costs incurred by *Catered Creations, Inc.* by reason of breach thereof, and the 50% payment will be retained as partial liquidation of damage. Any cancellation less than 10 days prior to the event will not receive any form of refund.

### Leftover Food Policy

Due to Kent County Health Department recommendations for public safety, *Catered Creations, Inc.* will not release leftover foods to the client or the client's guests.

### Food Allergies

*Catered Creations, Inc.* has made every effort to ensure that allergen information provided will be taken into consideration when preparing your meal. However, because of the handcrafted nature of our menu items, the variety of procedures used in our kitchen and our reliance on our suppliers, we can make no guarantees of its accuracy and disclaim liability for the use of this information. All common allergens are present and processed in our facility, so all menu items are at the risk of exposure or cross-contamination. All clients and their guests should exercise judgement in consuming any of our menu items.