

Catering Agreement

Your happiness is our goal. Please maintain clear communication with us about your needs and expectations. To ensure your complete satisfaction we ask that you read this document full and **re-verify the provided information** before you sign and submit your order.

Client Information

Client: _____

Address: _____

Client's Primary Contact number: _____

Date of Event: _____

Event Location: _____

Venue contact _____
name, phone, email

Caterer's set-up time: _____

Serving time (start and end): _____

Clean-up time _____

Transaction Information

Total Cost of Order: _____

Deposit/ Payment amount _____ Payment Type: _____

Client's Signature: _____ Date: _____

The not so fine print



Service

1. A signed agreement must be received before any payment will be accepted.
2. A 50% deposit is due no less than 30 days before your event.
3. Final payment is due no less than 10 days before your event.
4. If it is less than 10 days before the event, payment is due in full when you order.
5. Prices do not include wait staff. We will provide staff (bartender, wait staff, busser) at a rate of \$25 per person, per hour.
6. Prices include delivery, set-up and pick-up. Clean-up is available for an additional fee.
7. Price also includes disposable napkins, serving and eating utensils, and service containers **there is no discount for providing your own.*
8. A final guest count is due no less than 72 hours before the event.
9. There will be a minimum delivery charge of \$50 for deliveries beyond 100 miles.

For your convenience we accept (Visa, MC, AMEX, Discover) We do NOT accept personal checks

Changes/ Cancellations/ Refunds

We realize that life happens and there are circumstances when plans must be changed. If you must cancel your order, please contact us as soon as possible. We will work with each situation on a case by case basis and refunds may be granted at our discretion. Our general cancellation policy is outlined below:

1. Orders cancelled more than 30 days before event will be fully refunded.
2. Orders cancelled 29 to 15 days before event will receive a 75% refund.
3. Orders cancelled 14 to 7 days before event will receive a 50% refund.
4. Orders cancelled less than 7 days before event will not be refunded.
5. No refunds will be given for no-show guests.

******On rare occasions we must substitute an ingredient or menu item. If this is the case we will notify you immediately, before any change is made.

******Sian's Cooking assumes responsibility for any damages caused by us during the course of our work. Any damage cause by the client or guests will be the clients' responsibility.