

## **Policies & Procedures**

Per person price includes linens for the buffet table and disposable tableware; specialty tableware is available for an additional charge.

If you are tax-exempt, please have the tax ID number available for our records. Rentals can be arranged for you by A Catered Affaire staff. Any equipment items delivered to client's event location become the responsibility of said client. If appropriate, an additional delivery fee for rental items will be added to the total bill.

All invoices will be subject to a delivery fee of \$25 in area and an additional \$10 for non-staffed events. For out-of-area events, please call for specifics.

**Terms:** Payment due within 10 days of dated invoice, unless written arrangements have been made prior to event. A carrying charge of 3% per two weeks will be placed on invoices unpaid after 14 days. Credit Cards Accepted: Visa, Mastercard, Discover & American Express \* Additional 3.75% service added for credit card payments.

**Cancellation Policy:** 100% of charges will be billed if less than 24-hour notice from scheduled delivery time is given for cancellation, or guest count reduction, unless otherwise stated in contract. 50% of charges will be billed if changes are made between 24-96 hours of scheduled delivery time. For events that require 100% prepayment, no monies will be refunded; regardless of notice given.

**Weather Policy:** In case of inclement weather, cancellation policies apply, unless we are unable to travel to your event site.

**Deposit Policy:** Deposit is non-refundable. Unless otherwise noted, the deposit required is \$200.00. For weddings, deposit must be paid prior to tasting. Events with 100 guests or more and all weddings regardless of guest count; Three weeks prior, payment in full will be required based on anticipated number of guests. Guest count may not be decreased after this time. However, you may add to your guest count, and we will accommodate them if given notice at least 72 hours prior to event. If your event venue charges a surcharge, you will be responsible for this charge. No food, rentals or services will be discounted if a lesser number of guests attend than the guaranteed number that you have provided us.

**Cake Cutting:** Toppers will be given to the Contact Person all stands, and décor will be disposed of unless it has been specified in the final bill given. Remaining foods are yours to keep. It is your responsibility to provide disposable packaging for these foods. Once our staff leaves your event, it is your responsibility to provide proper storage and proper temperatures of these foods. Any food items that our staff deems unsuitable or in unsafe temperature ranges will not be packaged but will be disposed of. You are accepting responsibility for all remaining food items left.

We reserve the right to deny service to any event that is deemed unsafe or is held at a venue that imposes unsafe working conditions for our staff. Out of respect for our staff, we must insist that if any guests and/ or client become abusive either physically or verbally, that contracting client assist the onsite manager in forming a resolution to the situation. If problem cannot be alleviated, we reserve the right to stop service at your event.

**\*\*Don't see what you are looking for, Call us! We can also accommodate Allergen, Gluten Free and Vegan Options\*\***

**All prices, policies and fees are subject to change.**

*A Catered  Affairé*  
Lansing's Finest Caterer