

12ELEVEN CATERING

WWW.12ELEVENCATERING.COM
(814) 931-8454

Our catering business will give you complete assurance that our commitments will be carried out on schedule and full filled. In order to guarantee you and your guests an efficient event, you must adhere to the following catering policies.

PAYMENTS AND DEPOSIT: Payments and deposits for all events must be made in accordance with the catering policies. All payments are to be received before the start of the event. A 50% non-refundable deposit is required at the time of booking for events. For wedding events only, the balance will be invoiced in four (4) installments, with the 4th installment due 14 days before the wedding. If the balance is not paid as scheduled, the contract is void and will be cancelled with no refunds. Credit cards add 3.99% service fee. If credit card deposits are made via the phone or email this is considered a signed contract and will be noted as a "Phone Order Signed Contract". Deposit is not transferable or refundable

TAX: All catered events are subjected to applicable sales tax.

GRATUITY & SERVICE: A 20% gratuity charge will be added to all on-site catering events for serving and set up for the first five hours.

CONTRACTUAL AGREEMENT: Once the contract has been signed the contract, it is official as stated. Any changes must be in writing and will constitute signing of new contract. The old contract is void. A deposit solidifies the agreement if contract is unable to be signed. (change refers to venue location, event date; updated 4/26/22)

PRICES/DELIVERY FEE: All prices quotes are valid for 30 days from the day of the quote. Prices are subjected to change. A delivery fee of \$40.00 will be assessed for food items that require only dropped off at the event location. If we have to pick up items, a return pick up fee of \$25.00 will be assessed. \$100 delivery charge is added for all deliveries/full service events outside of Blair County. **Prices are subject to change due to availability and market value.** (Any pricing changes will be communicated to the client 21 days before the contracted event date in writing or via email for confirmation of changes. As a reminder, these are unprecedented times and we will continue to provide the best pricing we can within reason. This language has been added to the contract 4/27/22)

GUARANTEES: Caterer must receive guaranteed guests count 14 days before the wedding events and 7 days before corporate events. If the guest's count has not been confirmed with the caterer according to the schedule, the caterer will only plan and prepare for the original contracted guests count and not any overage amounts.

CANCELLATION: Cancellations made by the client within 180 days of the event will result in 100% of the paid monies forfeited by the customer as provision for liquidated damages. **Deposits are non-refundable and non-transferrable under all circumstances. Any wedding cancellation will be \$1000 cancellation fee.**

CLEANUP AND SET-UP: Our service includes cleanup of the buffet food tables, removal of trash from the guest tables and cleanup of the facility kitchen. If a customer has rented serviceware from an out-sourced vendor, a service charge of \$150.00 will be charged for rinsing and re-packing of serviceware items, from the out-sourced vendor.

WEATHER CONDITIONS: In the outcome, an event is planned for the outdoors and inclement weather conditions are pending or existing, the event designer/ caterer will make the decision to redesign the layout for indoors. If an indoor facility is not available, then rental of a tent or similar will be the responsibility of the client.



SAMPLING/TESTING: We will gladly provide you with a sample of your menu items. Sampling of items is typically scheduled from January to April during the pre-wedding season. You are responsible for providing a menu of items that you would like to taste. The tasting is complimentary if you have already secured your date. If you indicate that you would like to have a tasting prior to booking, the sampling fee is \$50 and must be received within seven days prior to your tasting date.

MENU CHANGES/MODIFICATIONS: Any menu changes or modifications must be in writing and maybe subject to a modification fee depending on the time the change or modification was received. No verbal, voice mail or email changes or modifications will be accepted. Any self-alterations made to the contract will void the contract and not be accepted.

LEFTOVERS: If there are leftovers from the event, the client will receive those leftovers. The client must supply appropriate containers for the leftovers. If you do not have any containers, any leftovers will be discarded, will not be able to store them for you.

FOOD SERVICE/WEDDING CAKE SERVICE: Cake cutting fee \$100.00 includes cutting of the wedding cakes (wedding cake and grooms cake) The service also includes disposable plates, forks and white beverage napkins. The client must provide foil or clear wrap to cover the remaining cake.

MINIMUM ORDERS: When giving head counts for full-service events, client understands that they are being held to a headcount of 75% of their initial guest count.

RECEPTION ITINERARY: Client is responsible for providing no later than 14 days before the reception a detailed itinerary which includes ceremony time, cocktail hour, and expected dinner service time. This may be emailed to info@12eleven catering.com.

PLEASE NOTE: ALL PRICES ARE SUBJECT TO CHANGE DUE TO FLUCTUATING MARKET PRICE

Client: _____ Date: _____

Client: _____ Date: _____

Event Coordinator: _____ Date: _____