

De Rican Chef Restaurant Catering Contract

You will send an invoice for your review. Prior to making final payment, please ensure all information on invoice is correct including location, time, date, and order. If any changes need to be made, please let me know prior to making final payment.

As we move forward with your cater, please keep all communication directly on the honeybook portal so that we can make sure there is no missed communication between you, myself, and my team. You can access the portal at any time by clicking the **get started** button on invoice email. You will then be able to see your invoice or any invoice changes but to get to the portal you will click on **go to project** button on the top left side of the page.

De Rican Chef refund & catering policy summary:

Payment Terms: Payments made to De Rican Chef are non-refundable. We require a 25% deposit to secure your date. This amount is applied to your final invoice. For invoices that are less than \$500 we require full payment at the time of booking. Please note that your catering order is not considered booked until we receive payment. Failure to do so could result in your invoice expiring. Once invoices are expired, we cannot guarantee availability or price originally discussed. We require final headcount, final changes and final payment to be made 30days prior to any staffed events and 14days prior to any non-staffed events. Any changes made must be equal to or greater to total payments made. To continue to keep our costs low we require a 10% booking fee for all invoices. Additionally, there will be an automatic gratuity charge of 10% to all staffed caterer invoices. This 10% gratuity goes directly to staff. We request that if they give you good service at the time of the event you provide them with an additional tip. The standard tip amount for service is 20%. Taxes: the city and state require 12.5% tax on all food and beverages sold.

Day of pick up: Please arrive at the location listed on your invoice, at the time listed on your invoice. Once you arrive, please ask to speak to a manger for a **cater pick-up**. Failure to arrive on time could result in long wait times. If order is not picked up within 1 hour of your pickup time we will have to discard the food due to health code requirements. If you arrive after that time, food will need to be remade and repurchased at full price. Please allow 15 minute grace period for your order to be completed as we are working with food and sometimes timing to prepare and cook food may vary.

Order review at pickup or delivery: We have a "we review, you review policy". Of course, we will be checking your order to ensure quality and quantity are correct, but we ask that customers check their own order prior to leaving the restaurant or prior to delivery driver leaving your location. Once you leave the restaurant or driver departs, you accept the order as it is. We will not refund or remake any items that are not made to your liking or that are missing. Please be sure to clarify any menu item descriptions that you may be unsure of with your catering coordinator. We are here to help! We will not refund or remake any items that were properly cooked.

Staffed Events: All staffed events are priced for 3-hour events unless otherwise listed on your invoice. All events are required to have a functional and suitable bathroom for staff. Staff meals are required for any events longer than 4hours. Staff will wear all black unless a different uniform is requested and agreed on by De Rican Chef and client. The safety of our staff is extremely important to us, and we may cancel our services at anytime if our staff feels unsafe or uncomfortable at any time.

Delivery: This is only available for customers that have delivery listed on their invoice. Driver will send a text out with an estimated time of arrival to the point of contact listed on the invoice. Once driver arrives, the point of contact has 15min to greet driver and accept delivery. If no one has greeted driver within 15min driver will depart with food. This will be considered as a cancellation of order, and no refunds or credits will be offered. Delivery is a door-to-door service. Driver is not to enter building unless otherwise listed on the invoice. Delivery catering invoices do NOT include automatic gratuity, if you like the service of your delivery driver, please tip them in cash at the time of drop off service.

Cost for delivery:

- \$35 plus \$2 each mile, each way. Milage will be calculated by the restaurant closest to drop off location.
- Any bridges or tunnels will incur a charge of \$50
- Drives that are longer than 1 hour will incur a charge of \$35/hour
- Food set-up fee starts at \$50 plus, depending on what's needed it may increase.
- Rush delivery add-on will incur a charge of \$50. It is considered a rush delivery within 7days of your event.

Day of contact: Catering department office hours are Monday-Friday 9:00am-4:00pm and will not be available outside of these hours to assist you. Please understand that on busy nights restaurant staff may not answer the phone and the catering department is separate from the restaurant and calling the restaurant and speaking about your cater order may result in miss-information even if you speak to a manager. If you need assistance on the day of your cater [Please text and call Raquel at 757-416-4248](tel:757-416-4248). Include in your text message your name, catering date and catering invoice number. If you are contacting Raquel prior to or after your catering date you may not get a response as this number is to be used for emergencies on day of event only.

Rescheduling & Cancellation Policy: De Rican Chef may cancel your event or cater at any time if they deem it is unsafe for staff or if you have defaulted on your contract in any way.

Rescheduling:

- Notice Required: Clients may reschedule their event up to 45days before the scheduled date at no additional cost (subject to availability).
- 15 - 45 Days: Rescheduling within this window will incur a 50% rescheduling fee of the total invoice.
- 14days or less: There will be no rescheduling offered during this window.
- New Date Availability: Rescheduled events are subject to availability and must occur within 6 months of the original event date. New date must be agreed upon by De Rican Chef and Client within 24hours of the rescheduling request.
- We will only allow for 1 reschedule per invoice.

Cancellation Policy:

- 30+ Days' Notice: Cancellations made 30 days or more before the event will receive a credit of 25% of the total amount paid after the deposit. Deposit, taxes or booking fee will not be refunded or credited at any time.

By signing you agree to our terms and conditions. Invoice # _____

Client Name: _____ **Date:** _____

Client Signature: _____