

## Catering Cancellation Guidelines

### Notice Period Requirements

**30+ days before the event:** Full refund or deposit refund (minus any staffing/planning/admin fees).

**14–30 days before the event:** Partial refund; the deposit may be non-refundable due to expenses and deposits paid by the Caterer to ensure rentals, supplies, staffing, etc are secured

**7–14 days before the event:** Typically, you forfeit your deposit and may be charged an additional percentage (25–50%) of the total cost.

**Less than 7 days before the event:** We will charge **100%** of the total, as food, rentals, and staff are already booked/prepared.

### Non-Refundable Deposit

We will require a **non-refundable deposit** (30–50% of the total), especially for large events like weddings, holiday company celebrations, etc

This deposit holds the date and covers early costs.

### Custom Orders / Special Items

If you've ordered special ingredients or custom items, the cost of these may be **non-refundable**, even with early notice.

### Rescheduling Instead of Cancelling

We may allow you to **reschedule** rather than cancel, depending on availability. This may come with a change fee.

### Force Majeure Clauses

Often, our contracts will include a "force majeure" clause (e.g. natural disasters, government restrictions), allowing cancellation. However, the deposit will not be non-refundable, and some other charges may apply.

**TERM OF AGREEMENT** In the event that either Party wishes to cancel this Agreement, that Party must provide notice before the event starts ( as noted above )