

# Delicia Catering Services Terms and Conditions

By signing the catering agreement and submitting the required deposit, the client agrees to the following terms and conditions, unless Delicia Catering expressly agrees otherwise in writing.

## 1. Deposit and Booking Policy

- 1.1. A deposit equal to 50% of the total event bill is required to secure the date and time of the event.
- 1.2. The booking is confirmed only after both the signed agreement and required deposit have been received, unless Delicia Catering provides written confirmation of an exception.

## 2. Cancellation Policy

- 2.1. If the client cancels 11-14 calendar days before the scheduled event, a partial refund of the deposit may be provided after accounting for reasonable, documented expenses and losses that Delicia Catering cannot recover or avoid.
- 2.2. If the client cancels within 10 calendar days of the scheduled event, the 50% deposit is designated as non-refundable, subject to applicable law. Any amount retained will be applied toward reasonable, documented cancellation-related expenses and legally recoverable losses, including committed ingredients, preparation, labor, rentals, and third-party charges.
- 2.3. Delicia Catering will take reasonable steps to reduce avoidable losses, including using eligible returns, supplier credits, or ingredients and supplies that can reasonably be preserved or repurposed. Charges will not duplicate amounts already recovered, and any refund required by law will be issued.
- 2.4. A request to move the event date may be treated as a cancellation and new booking under Section 3.5, rather than as a cancellation of all catering services.

## 3. Change of Service Requests and Rescheduling

- 3.1. Requests to change the event date, time, location, guest count, menu, rentals, or services must be submitted in writing. All changes require Delicia Catering's written approval and are subject to availability.
- 3.2. 14 or more calendar days before the event: Changes may generally be accommodated without a separate change fee. The client remains responsible for reasonable, nonrecoverable expenses already incurred specifically for the original event arrangements, if any.
- 3.3. 7-13 calendar days before the event: The client is responsible for reasonable, documented expenses caused by the change, including perishable ingredients that cannot be reused, returned, or preserved; completed production work that must be repeated; and nonrefundable staffing, rental, or vendor commitments.
- 3.4. 72 hours to less than 7 days before the event: The cost-recovery provisions of Section 3.3 apply. Delicia Catering will provide the revised charges and require the client's written acceptance before the change is confirmed.
- 3.5. Less than 72 hours before the event: Delicia Catering may treat a date-change request as cancellation of the original booking under Section 2 and a request for a new booking, subject to availability. Alternatively, Delicia Catering may agree in writing to reschedule the existing booking and charge its reasonable, documented additional costs. A new date is not confirmed until the revised terms and payment arrangements are accepted in writing.

3.6. Credit for amounts paid: Deposits and other payments already received will be credited against any permitted cancellation charges or nonrecoverable costs. Any remaining credit will be applied to the rescheduled booking or refunded as required by law. Delicia Catering will not recover the same expense twice.

3.7. Changes in services: Added items or services will be billed at the agreed revised price and may incur an additional service coordination charge of up to 10% of the price of those added services, disclosed in writing before approval. Reductions in guest count, menu, or scope do not necessarily eliminate costs already committed.

3.8. Written confirmation: Any revised event date, scope, charges, credits, and payment deadlines must be confirmed in writing. Additional approved charges are due before the rescheduled event unless otherwise agreed in writing.

## **4. Buffet Setup Requirements**

4.1. Buffet-style setups require 1-2 hours of setup time before the event begins.

4.2. If the venue does not permit early access, we will strive to set up as quickly as possible but cannot guarantee that food stations will be ready before guest arrival.

## **5. Additional Services**

5.1. Plates, utensils, napkins, and cups are not included in our standard services.

5.2. These items must be requested as an additional service and will incur an extra charge.

## **6. Minimum Order Requirements**

6.1. A minimum food and beverage order of \$800 is required for all drop-off catering services.

6.2. A minimum food and beverage order of \$1,200 is required for all buffet-style setups.

6.3. Orders that do not meet these minimums may be subject to a minimum spend adjustment or may not be accepted, depending on availability.

## **7. Final Payment and Late Fees**

7.1. The final payment for services is due on the day of the event, except where an approved change or rescheduling agreement sets an earlier payment deadline.

7.2. Payments made after the event date are subject to a 5% late fee for every 5 days the payment is delayed, to the extent permitted by applicable law.

## **8. Client Responsibility for Rentals**

8.1. The client is responsible for all rented items used during the event.

8.2. The client will be billed for any rented items that are lost, broken, or damaged during the event.

## **9. Content Usage for Marketing**

9.1. Unless explicitly stated in writing by the client, Delicia Catering reserves the right to photograph and/or capture content from the client's event.

9.2. Such content may be used on Delicia Catering's social media platforms, website, and other advertising outlets strictly for marketing purposes.

9.3. The client may request specific content removal by contacting Delicia Catering directly.

## **10. Pricing and Market Adjustments**

10.1. All pricing provided in proposals, menus, and communications is based on current market conditions and may change before booking confirmation.

10.2. Due to fluctuations in ingredient costs, labor, rentals, and supply availability, Delicia Catering reserves the right to adjust pricing prior to booking confirmation.

10.3. A booking is considered confirmed only upon receipt of a signed agreement and deposit, unless expressly agreed otherwise in writing.

10.4. Once confirmed, pricing will be honored as outlined in the agreement, except in cases of client-initiated changes to menu, guest count, service level, rentals, or overall event scope, as further described in Section 3.

10.5. For events booked more than 180 days in advance, pricing may be subject to periodic review and adjustment based on market conditions. Any such adjustments will be communicated in advance and will remain reasonable.

## **11. Quote Validity**

11.1. All quotes are valid for 7 days unless otherwise stated.

11.2. After this period, pricing may be updated to reflect current market conditions.

## **Agreement to Terms**

By signing the catering agreement and submitting the required deposit, the client acknowledges that they have read, understood, and agree to the terms and conditions outlined above.