



PaBoys
FOOD GROUP



BOOKING POLICY



- 1. RETAINER:** All bookings require a non-refundable retainer to reserve your event date and secure catering services.
 - Orders \$300–\$1,999 require a 50% non-refundable retainer.
 - Orders \$2,000 and above require a 25% non-refundable retainer.
 - Your event date is not reserved until the Catering Agreement has been signed and the required retainer has been received.



- 2. PAYMENT:** Invoices are due upon receipt. Unpaid invoices will be canceled after 72 hours, and your reservation will be released. Event dates are not held without payment.



- 3. RUSH ORDERS:** We are happy to accommodate rush orders submitted within 21 days of the requested service date, subject to availability. A rush fee of 15% of the remaining balance or \$150, whichever is greater, will apply.



- 4. MENU SELECTIONS:** Menu selections must be finalized two weeks prior to your date of service. Any changes made within 14 days will incur a 10% charge.



- 5. SERVICE HOURS:** Our standard catering service hours are 8:00 AM–8:00 PM. Services requested outside of these hours are subject to an after-hours service fee of 10% of the invoice total or \$150, whichever is greater.



- 6. DELIVERY:** Delivery charges apply.
 - Base delivery fee is \$65 (includes the first 8 miles of delivery; additional mileage is \$2 per mile)
 - Stairs and difficult to reach areas should be noted at the time of booking and incur additional charges



- 7. PRICE CHANGES:** Prices and service charges are subject to change. Your order will not be affected if contract has been signed and retainer has been paid.



- 8. AGREEMENT:** During consultation, dates and services are contingent upon a signed catering agreement and payment.



- 9. POLICIES:** These Booking Policy terms are subject to change without notice. The policies in effect at the time your Catering Agreement is signed and your retainer is received will govern your reservation.

CONTACT



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