

UNDERHILL BROOKLYN GRILL

OFF-SITE / TAKEAWAYCATERINGORDERAGREEMENT

CUSTOMER & ORDER INFORMATION

Customer Name: _____	Phone: _____
Email: _____	Order Date: _____ order placed Time: _____
Pickup Date: _____	Pickup Time: _____
Event / Occasion: _____	Estimated Guests: _____

CATERING ORDER

Catering Item	Qty	Unit Price	Total

Food Subtotal	\$ _____
Sales Tax	\$ _____
Gratuity / Service Charge	\$ _____
Deposit / Initial Payment	\$ _____
Remaining Balance	\$ _____
Final / Day-of Charges	\$ _____
TOTAL	\$ _____

ORDERING & PAYMENT TERMS

All off-site catering orders require a minimum of 72 hours' advance notice and are subject to availability. Larger or specialty orders may require additional notice.

Full payment (100%) is required at the time the catering order is confirmed. An order is not considered confirmed until payment has been received in full.

Final menu selections, quantities, pickup/delivery details, and requested changes must be submitted at least 72 hours prior to the scheduled pickup or delivery time. Changes requested within 72 hours are subject to availability and cannot be guaranteed. Additional approved items or charges will be billed separately.

CANCELLATION & REFUND POLICY

Cancellations made 7 or more days prior to the scheduled pickup or delivery date are eligible for a full refund.
Cancellations made less than 7 days but more than 72 hours prior to the scheduled pickup or delivery time are eligible for a 50% refund.
Cancellations made within 72 hours of the scheduled pickup or delivery time are non-refundable due to food purchasing, preparation, and scheduling costs.
Approved refunds will be returned to the original form of payment.

Example: For a \$600 catering order paid in full at booking, cancellation 7 or more days in advance would receive a \$600 refund. Cancellation less than 7 days but more than 72 hours in advance would receive a \$300 refund. Cancellation within 72 hours would receive no refund.

PICKUP

Catering orders must be picked up at the scheduled date and time listed on the agreement. Customers should notify Underhill Brooklyn Grill as soon as possible if they expect to be late.
Underhill Brooklyn Grill cannot guarantee the same food quality or temperature for orders picked up significantly later than the scheduled pickup time.

PACKAGING & EQUIPMENT

Catering orders are packaged for pickup in appropriate catering containers. Serving utensils may be provided as applicable. Chafing dishes, warming equipment, reusable serving pieces, buffet setup, and staffing are not included unless specifically stated on the catering order and may be subject to additional charges.

ALLERGIES & DIETARY REQUESTS

Customers are responsible for informing Underhill Brooklyn Grill of any food allergies or dietary restrictions when placing the order. While reasonable efforts will be made to accommodate dietary requests, our kitchen handles common allergens and cannot guarantee an allergen-free environment or the absence of cross-contact.

FOOD HANDLING AFTER PICKUP

Once the catering order has been picked up and accepted by the customer, the customer assumes responsibility for proper transportation, storage, temperature control, handling, and service of the food.

CUSTOMER ACKNOWLEDGMENT

The customer is responsible for reviewing and approving all menu selections, quantities, pricing, pickup date and time, and special instructions before payment. By signing below, the customer confirms that the catering order and information provided are correct and agrees to the payment, cancellation, pickup, food handling, and allergen terms stated above.

Customer Signature: _____	Date: _____
Restaurant Representative: _____	Date: _____