

UNDERHILL BROOKLYN GRILL

TAKEOUT / OFF-SITECATERINGORDERAGREEMENT

CUSTOMER & ORDER INFORMATION

Customer Name: _____

Phone: _____

Email: _____

Order Date: _____

Pickup Date: _____

Pickup Time: _____

Estimated Guests: _____

Event / Occasion: _____

CATERING ORDER

Catering Item	Qty	Unit Price	Total

PAID TO CONFIRM ORDER - IN FULL

Catering Food Total	\$ _____
Additional Charges (if applicable)	\$ _____
Sales Tax	\$ _____
TOTAL DUE TO CONFIRM ORDER	\$ _____

*Payments made by credit card are subject to an applicable credit card surcharge. The surcharge and total amount due will be disclosed on the Clover invoice prior to payment.

UNDERHILL BROOKLYN GRILL

TAKEOUT / OFF-SITE CATERING TERMS & CONDITIONS

ORDERING & PAYMENT

Catering orders require a minimum of 72 hours' advance notice and are subject to availability. Full payment (100%) is required to confirm the order. Once the order is finalized, Underhill Brooklyn Grill will send a **Clover invoice via email for secure credit card payment**. The catering order is not considered confirmed until the signed Catering Order Agreement and full payment have been received.

FINAL ORDER & CHANGES

Final menu selections, quantities, pickup time, and requested changes must be submitted at least 72 hours prior to scheduled pickup. Changes requested within 72 hours are subject to availability and cannot be guaranteed. Any approved additional items or charges must be paid prior to pickup.

PICKUP

Catering orders are prepared for pickup at the agreed date and time. Food will be provided warm in takeout aluminum catering trays. Customers are responsible for timely pickup and for the transportation, handling, setup, and safe temperature of food after pickup. Pickup only. Delivery and on-site catering setup are not included. Chafing/heating equipment, serving equipment, plates, utensils, and other event supplies are not provided.

FOOD ALLERGIES & DIETARY RESTRICTIONS

Please inform us of any food allergies or dietary restrictions when placing your order. Our kitchen handles common allergens and cannot guarantee an allergen-free environment or the absence of cross-contact.

CANCELLATION & REFUND POLICY

Cancellations made **7 or more days prior to the scheduled pickup date** will receive a full refund of catering charges paid. Cancellations made **less than 7 days but more than 72 hours prior to pickup** will receive a 50% refund of catering charges paid. Cancellations made **within 72 hours of scheduled pickup are non-refundable** due to food purchasing and preparation costs. If Underhill Brooklyn Grill is unable to fulfill the order due to circumstances within the restaurant's control, all payments made toward the order will be refunded.

CANCELLATION DEADLINES

Pickup Date: _____

Last Day for Full Eligible Refund: _____

Last Day for 50% Eligible Refund: _____

Non-Refundable Beginning: _____

CUSTOMER ACKNOWLEDGMENT

By signing below, the customer acknowledges and agrees to the catering order, pricing, payment terms, pickup information, cancellation policy, and all other terms stated in this Agreement.

Customer Signature: _____

Date: _____

Underhill Representative: _____

Date: _____