

BOOKING POLICIES

Clear expectations help us deliver a smooth, well-prepared catering experience.

BOOKING REQUIREMENTS

Events must be booked at least 7 days in advance and are subject to availability. Events of 100 guests or more require at least 2 weeks notice.

DEPOSIT POLICY

A 25% non-refundable deposit is required to reserve your event date. A 50% non-refundable deposit is required for orders serving more than 75 guests, all weddings, and specialty orders. Your booking is confirmed once the deposit has been received.

FINAL PAYMENT

The remaining balance is due 7 days before the event. For large events or orders, final payment is due 14 days before the event. Food preparation begins only after full payment is received.

CANCELLATIONS & CHANGES

Deposits are non-refundable. Date changes may be accommodated based on availability. Menu changes must be submitted at least 7 days before the event.

FINAL GUEST COUNT

A final headcount is required no later than 72 hours before the event. Billing will be based on the final confirmed guest count.

DELIVERY & SETUP

Delivery fees are based on location. Setup and breakdown services are available upon request and may be subject to additional fees.

FULL-SERVICE GRATUITY

An 18% gratuity is added to all full-service catering orders.

FOOD SAFETY & DIETARY NEEDS

For food safety, we are not responsible for food left at room temperature for more than 2 hours. Please notify us in advance of any food allergies or dietary restrictions.

ACCEPTED PAYMENT METHODS

- Credit & debit cards
- Cash
- Apple Pay & Google Pay
- Bank transfer / ACH
- Secure online payment links & invoices

PAYMENT TERMS

- 25% deposit:** Required for standard orders of 75 guests or fewer.
- 50% deposit:** Required for orders serving more than 75 guests, all weddings, and specialty orders.
- All deposits:** Non-refundable and applied toward your confirmed event date.
- Final balance:** Due 7 days before the event; 14 days before large events or orders.
- Corporate invoicing:** Available for approved corporate clients.

Food Made with Soul, Service Delivered with Class.

REFUND & RESCHEDULING POLICY

Our policy allows us to plan responsibly, purchase ingredients, schedule staff, and reserve your date with confidence.

NON-REFUNDABLE DEPOSIT

All deposits are non-refundable and are applied toward your confirmed event date.

7 OR MORE DAYS BEFORE THE EVENT

Payments made beyond the deposit are eligible for refund when cancellation is received 7 or more days before the event.

3-6 DAYS BEFORE THE EVENT

Cancellations received 3-6 days before the event may receive a 25% refund of the total payment, excluding the deposit.

WITHIN 72 HOURS

Cancellations received within 72 hours of the event are not eligible for a refund.

ONE-TIME RESCHEDULING

One reschedule may be permitted with at least 72 hours notice, subject to date availability. The deposit may be transferred to the new event date.

FINAL GUEST COUNT

Final guest count is due 72 hours before the event. Reductions are not permitted after the deadline; increases may be accommodated when possible.

SAME-DAY CANCELLATIONS & NO-SHOWS

No refunds are issued for same-day cancellations or no-shows.

AFTER SERVICE BEGINS

No refunds are issued once food has been delivered, set up, or served.

APPROVED REFUNDS

Approved refunds are processed within 5-10 business days to the original payment method.

Questions about your booking?
Call 716.939.5333

THANK YOU FOR YOUR UNDERSTANDING

We appreciate the opportunity to serve you and look forward to making your event memorable.