

Booking Policies

Booking & Policies

Booking Requirements – All events must be booked at least 7 days in advance and are subject to date availability. Large events with 100 or more guests require a minimum of 2 weeks notice and are also subject to availability.

Deposit Policy – A 25% non-refundable deposit is required to secure your event date. Your booking is not confirmed until the deposit has been received.

Final Payment – The remaining balance must be paid 7 days before your event. 14 days for large size orders.

Food preparation will not begin until full payment has been completed.

Cancellations & Changes – All deposits are non-refundable. Date changes may be accommodated based on availability. Final guest count and menu updates must be submitted at least 7 days prior to the event.

Guest Count – A final headcount is required 72 hours before your event. Charges will be based on the final confirmed number of guests.

Delivery & Setup – Delivery fees apply depending on your location. Setup and breakdown services are available upon request.

Gratuity – An 18% gratuity fee will be added to all full-service catering orders.

Additional Notes – We are not responsible for food left out longer than 2 hours.

Please notify us in advance of any allergies or dietary restrictions.

Accepted Payment Methods

We accept the following payment options for your convenience:

- Credit & Debit Cards (Visa, MasterCard, etc.)
- Cash
- Mobile Payments (Apple Pay, Google Pay, etc.)
- Bank Transfer / ACH
- Online Payment Links or Invoices

Payment Terms

- A deposit of 25% is required to secure your booking
- Remaining balance due 7 days before or on the event date, larger orders are 14 days before the event
- Corporate clients may pay via invoice

Refund Policy

Our policy is designed to be fair while allowing us to prepare and allocate resources for your event.

All deposits are non-refundable.

Cancellations made 7 or more days before the event are eligible for a refund of payments made, excluding the deposit.

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

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

One-time rescheduling may be allowed with at least 72 hours' notice and is subject to availability. Deposits may be transferred to the new event date.

Final guest count must be provided days prior to the event.

Reductions are not permitted after this deadline, though increases may be accommodated if possible.

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

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

Approved refunds will be processed within 5–10 business days using the original payment method.

Thank you for your understanding and cooperation. We look forward to serving you.