



Simply Homemade Catering's Service Agreement

Services

- 1.1 Simply Homemade caters for business, family, and personal events. The type of event and amount of people is at the discretion of Simply Homemade.
- 1.2 Usually Caterer provides food, cutlery, plates, and napkins. Additional preparation for products not purchased from SHC will be subject to a labor charge. (i.e. arrangements of trays, sandwiches, fruit, etc.)
- 1.3 This includes products or services that SHC does not offer or was not previously discussed in the initial meeting

Deposit

2.1 A deposit will be due once the invoice is sent if the event is within 60 days to secure your date. A deposit will be required 60 days before the event.

(a text, email, call, or any preferred method will be made as a reminder)

2.2 If the client cancels within a certain time frame, the deposit can be refunded 100% if the client cancels within 2 weeks before the event

50% refundable if the client cancels within 1 week before the event

NOT REFUNDABLE DAY OF OR 48 HOURS BEFORE THE EVENT

Payment Processes and Service Fees

3.1 Simply Homemade accepts credit card payments, ACH. **No Cash or Checks.** Payments can be made conveniently and safely through our invoicing system.

3.2 Drop off only: Delivery charge Gas Mileage .67 cents per mile **(based on 2024 IRS reimbursement rates, subject to change)**

Pickup is available

Service Fee- 20% of total bill. This includes staffing, traveling such as shopping for supplies, and ingredients from various suppliers, drop off and set up, pick up and clean up.

Convenience Charge: 10% of the total bill To ensure quality service, if you are having an event and you would like Simply Homemade to cater we require at least a month's notice. At our discretion, you may be subject to a convenience fee if you contact SHC two weeks or less before the event.

3.3 Total cost is due 48 hours before the event if the balance is over \$1000. Total cost is due 24 hours before the event if the balance is under \$1000. Payment must be made before SHC arrives at the event

Guest

4.1 Final guest count will be required no later than **7 days before the event** 4.2. SHC suggests that you give the maximum amount of guests you expect to attend. You do not want to underestimate the amount of guests. The cost of the event can and will be adjusted once the final count is given which is 7 days prior to the event. Remember the amount of your deposit will be a part of the total cost.

Menu

5.1 There are multiple menus to choose from for your event

A la Carte

Social Gatherings

Family Meals

SHC's Boxed Lunches

If there are items not offered on any of SHC's menus, we can talk about needs and wants during the first meeting and consultation, so ideas can be thoroughly thought through.

5.2 Confirmation of the final menu is required 30 days before the event. Last minute agreements, the menu cannot be changed or may be subject to a convenience charge depending on difficulty. This is up to SHC's discretion.

5.3 No changes will be made 72 hours before the event.

Cancellation Policy

6.1 The client may cancel within 2 weeks with a partial refund. The client may also cancel the agreement if there is a death with a partial refund. . The client can also cancel the event at any time but will not receive a full refund if cancellation is not made in a certain time frame. Please see (**Deposit section**)