



# All Occasions

SOUTHERN SOUL FOOD  
AND CATERING

WHERE SOUTHERN TRADITION MEETS  
ELEVATED CATERING EXCELLENCE

## REFUND & CANCELLATION POLICY



All Occasions Southern Soul Food & Catering (“Company”) provides customized catering services that require advance planning, food procurement, staffing, and preparation. Accordingly, all payments are subject to the following terms and conditions.



### DEPOSITS

A **non-refundable** deposit equal to **sixty percent (60%)** of the total invoice is required upon acceptance of any estimate or invoice to secure the event date. The deposit shall be applied toward the total cost of services and shall not be refunded under any circumstances, except in the event that the Company cancels the event.



### CANCELLATIONS BY CLIENT

- Cancellations must be made in writing.
- Cancellations made **thirty (30) days** or **more** prior to the event date: Deposits are non-refundable.
- Cancellations made within **twenty-nine (29) days** of the event date: No refunds will be issued.
- Cancellations made within **seven (7) days** of the event date: Client is responsible for **one hundred percent (100%)** of the total balance.



### CANCELLATIONS BY COMPANY

In the unlikely event that the Company must cancel an event, the client will receive a full refund of all payments made.



### CHANGES TO EVENT

Menu selections, guest counts, and service details may be adjusted up to **seven (7) days** prior to the event date, subject to availability. Additional charges may apply.



### FORCE MAJEURE

The Company shall not be liable for failure to perform due to circumstances beyond our control, including but not limited to natural disasters, severe weather, power outages, government restrictions, or other unforeseen events.



### ACCEPTANCE OF POLICY

By paying the deposit and/or accepting this policy, the client agrees to the terms outlined above.

## Thank You

FOR TRUSTING US  
WITH YOUR EVENTS  
AND MEMORIES!

### CONTACT US

- Chef Benwan “G-Ham” Gorham
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