



Event Terms & Conditions

Thank you for choosing Lily Grace Catering Services, LLC for your upcoming event. Our staff and management are committed to providing all the professional services required to make your event an absolute success. As with most successful businesses, certain guidelines and procedures will help ensure your requests and our requirements are understood. Please review the following terms and conditions and contact us with any questions.

Guest Conduct & Planning Company Policies

- i. We want your event to run as smoothly as possible. For that to happen it is extremely important that anyone not employed by Lily Grace Catering, or your venue stay out of service areas, to include but are not limited to caterer's kitchen and prep areas, behind the bar, storage spaces, service loading zones, etc. This policy applies to all guests and bridal party with no exceptions.
- ii. Our staff is expected to treat your guests with the utmost respect and courtesy, therefore in order to provide your event with the best service possible, we expect the same in return. Harassment of our staff in any way will not be tolerated and anyone found to be in violation of this policy will be asked to leave the event.
- iii. Based on experience, we very strongly recommend that you hire a dedicated babysitter if your guest count includes five or more children under the age of 12.
- iv. We also very strongly recommend that if you have not already, to hire a professional event planning company or individual planner. The timeline of your event will run much more smoothly and successfully, and there will be a gatekeeper for all the important information and details of your event without having to involve you or friends/family on the day of the event.

Alcohol Service Rules

- i. Any and all alcohol consumed at your event *must* be served by Lily Grace Staff. Neither guests nor bridal party may self-serve alcohol after Lily Grace Staff has arrived on the premises, including any alcohol that one may have purchased personally or brought with them. Guests may *not* go to their cars to get their own alcohol. In accordance with Texas State Laws, only TABC licensed persons may serve alcohol to event guests. Lily Grace Catering will *not* assume responsibility for anyone found to be in noncompliance with these regulations. Any alcohol found on site will be confiscated by Lily Grace Staff and we cannot return open or partially consumed items. Any unopened alcohol provided to the bar for service during your event will be returned to you after the event is over.

- ii. While Lily Grace Catering does provide "full service" bartending, we do *not* offer shots or straight liquor of any kind. There are no exceptions for bridal party.
- iii. The bar will cease service 30 minutes prior to the end time of your event. We do not announce a "last call" because it creates a rush while we are closing.

Venue Caterer Policies and Outside Bartending

- i. Many venues require caterers to perform extra tasks such as clean up or trash removal after your event. Be advised that if your venue requires any of the following from catering staff, you will be responsible for an additional service fee of \$250:
 - a. Set up tables or chairs
 - b. Flip furniture from ceremony to reception
 - c. Hauling trash off the property
 - d. Cleaning or trash removal from bridal and/or groom suites
 - e. Cleaning or trash removal from bathrooms
 - f. Caterer to provide drinking water
- ii.
- iii. Any additional services required by your venue to be performed by the caterer that do not directly relate to our contracted catering services are also subject to the additional service fee.
- iv. If you have hired a separate company for your bartending services, we are more than willing to work with them, however you will be subject to an additional clean up fee of \$150 if that company requires the caterer to dispose of their trash. We must also state that Lily Grace Catering is not responsible for outside bartending companies' set up or equipment and we will not provide them with any bar accoutrement, i.e. cups, ice, garnishes, etc.

Décor Cleanup

- i. The use of confetti at your event causes a significant amount of cleanup work. If your venue requires the catering staff to do the cleanup at the end of the event, you will be charged a clean-up fee in addition to the Venue Service Fee outlined above: \$250 for small, personal confetti poppers, \$500 for confetti cannons.
- ii. The cleanup fee also pertains to other décor items that may leave behind any significant residue or evidence of use, i.e., sparklers left behind after burning, artificial flower petals, etc.

Guest Count Discrepancy Policy

- i. In the event that the number of guests to attend your event is more than the number specified in your contract, Lily Grace Catering must charge for the number of place settings that is set out, i.e., your contracted final guest count is 100, but 110 settings are placed, we must charge you for the extra 10 places.
- ii. In the case that the number of guests to RSVP is lower than your final guest count, we must charge you for a minimum of 80% of what you originally contracted, i.e., your contracted final guest count is 100, we still have to charge you for a minimum of 80 guests even if your actual guest count is lower. Should the final guest count be lower than the minimum, we will not charge for "invisible guests," but will add extra services or upgrades to make up the difference.

Event/Client Specific Terms

i. This section outlines terms of service specific to your event pertaining to special requests or previous communications with Lily Grace Catering Management.

ii. _____

This document, in addition to your service contract, is meant to communicate our protocols for your convenience and awareness. These terms and conditions outline only some of our policies, it is not all-encompassing. It should be referred to along with your service contract for full disclosure of all expectations of contract signees. Please sign below to acknowledge receipt and understanding of the above terms and conditions.

Client Signature: _____ Date: _____

Date of Event: _____