



Kiosko Buyé

EXPERIENCE THE VIBRANT TASTE OF THE PURTO RICAN CUISINE

Catering Guidelines

Thank You for giving us the opportunity to serve you.

For us, quality is more important than quantity. All orders are prepared with fresh ingredients the same day of delivery; however, preparation and coordination begin 48 hrs. in advanced.

1. Our catering guidelines are subject to change without prior notice.
2. The placing of an order shows acceptance of our Catering Guidelines. Please read them and contact us if you have any questions.
3. There is a 10-person minimum, per choice, unless previously agreed.
4. Your order will be scheduled to arrive within a 30-minute window - up to 15 minutes before or 15 minutes after the time requested to adjust for traffic or weather conditions.
5. Delivery charges – There is a \$25.00 standard delivery charge to all orders of \$300.00 or less. For all others, as quoted or 5% of the total value of the order.
6. Service Options
 - a. Basic Drop-off- Included with the standard delivery charge. Food is delivered in full or half size, disposable aluminum foil pans warm and ready to serve. We love the environment; standard disposable plates, napkins, eating and serving utensils are included; however, provided only upon request. Upgrade to elegant, translucent plastic disposable plates - \$0.95 per serving. Hors D'oeuvres are delivered beautifully arranged and ready to serve in elegant and re-usable translucent plastic trays that are yours to keep. In some cases, food items are combined across different trays for presentation and delivery purposes.
 - b. Elegant Setup - Add \$50.00 to the standard delivery charge. Food is delivered and set-up in stainless steel chafers and/or non-disposable dishes (crystal/china). Includes linen cloth for the food table with choice of colors; white, Red Sonoma or Desert Sand (beige). The client must provide food table. For your convenience, we offer table and chair rentals. One of our staff members will return to pick up non-disposable items. All non-disposable items are still the property of Piscalabis Catering and should be available for our collection as agreed with the



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customer. Items not available for our collection will be charged for at list price. All non-disposable items must be returned clean.

- c. Serviced Buffet- we charge \$35.00 per hour per server plus a 15% gratuity fee. Buffet servers handle the setup and clean up of the buffet table and the handling of Party Rental items if rented from us. Servers will arrive 1hr. prior to the event and will leave up to 1hr. after the end of the event.

7. Payments

- a. No order is confirmed until full payment or agreed deposited is processed within 24hrs of placing the order. We process on-line payments at <https://kioskobuye.com>
- b. Orders of \$2,000.00 or less require full payment when placing the order.
- c. Orders of \$2,000.00 or more require a 50% deposit at time of placing the order with balance due no less than 72hrs. before delivery time. We only accept credit or debit card payments.
- d. Full payment is needed for any order, regardless of value, placed for delivery within 14 days or less of the event day
- e. For your convenience, we accept on-line payments at www.piscolabiscatering.com.
- f. COD orders - every COD order will include a \$150.00 fee

8. Cancellations and refunds

- a. We reserve the right to deny any cancellation.
- b. All cancellations are subject to a cancellation fee
 - i. Before 7 days of the scheduled delivery - 25% of the total invoice amount.
 - ii. Within 7 days up to 24 hrs. of the scheduled delivery - 50% of the total invoice amount.
 - iii. 30 days before the event - full refund
 - iv. Orders can be re-scheduled until 12:00 PM the day before delivery.
 - v. We cannot accept cancellations the same day of the event.
- c. Refunds are provided to the original form of payment within 10 working days after the cancellation date.
- d. No cancellations or refunds are available during the Holiday seasonal promotion or from Oct. 1st. thru Dec. 31st.



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9. Substitutions - We reserve the right to make substitutions of equal or greater value where such substitution is called for.
10. Final Count - The guaranteed number is the minimum number of guests for which you have been charged. A final, guaranteed guest count is needed 48hrs. prior to the event date. Should you need to increase your guarantee, we will provide you with an exact cost estimate. If your order has been paid in full, the difference must be paid 24hrs. before the event date. If you have a balance due, the difference will be added to such balance and must be paid as per our above payment policy. Reductions to the final count is not allowed. If no guarantee is received at the proper time, we will assume the number expected on your order to be correct, and food preparation and we will prepare the order accordingly.
11. Allergies or restrictions – The BF Group Inc dab Kiosko Buyé is not responsible for any food allergies or dietary restrictions unless SPECIFICALLY NOTED IN WRITING.
12. Food sanitation – Every cook, and servers are Food Handler certified. The Catering Manager is SaveServe Certified. The BF Group Inc dab Kiosko Buyé will provide all items in a properly sanitary and consumption-safe state upon delivery. It is the client's sole responsibility to provide proper facilities and procedures for the safe and sanitary maintenance of all delivered items.
13. Leftovers policy
 - a. Served buffets - Sanitary regulations prohibit us from leaving leftovers with the client. Our personnel serving your buffet will properly dispose any leftovers upon completion of service.
 - b. Drop-off or Delivery and Pick/Up services. It is the client's sole responsibility to handle leftovers appropriately. As per the Service Options Policy (Item#6), all non-disposable and party rental items must be returned clean.
14. Gratuity
 - a. Staffed events - a 20% of the total value of the order will be added to all staffed events.
 - b. Non-staffed events - gratuity upon delivery is optional; however, 20% is suggested