

General Information and Policies

Payments and Retainer Fee

Billing arrangements for all events must be made in accordance with catering policies. There is a **\$200.00 non-refundable retainer fee** on all events, unless prior arrangements have been made with our catering coordinator. We accept cash, checks credit cards, and money orders. Checks should be made out to Creative Moments Catering. If we receive a payment for services via check and that payment bounces with our bank you will be responsible for a \$35.00 fee. All credit cards are subject to a 4% processing fee. **The retainer fee will reserve all services stated on the customer invoice. This includes rentals, DJ, bartender, event lighting, etc.....**

Guarantees

Creative Moments Catering must be notified of the exact number for which you wish to guarantee services for no later than **five working days** before the event. In the event a guarantee service number is not received, the original estimated attendance count will be prepared and charged.

Taxes

All applicable state and local taxes will be imposed and paid by the client.

Gratuity

An 20% gratuity will be added to all events.

Cancellations

If the client cancels a contracted event, the caterer can retain all of retainer fee and payments made as liquidated damages. Cancellations and failure to notify the caterer of the cancellation will require full contract amount to be paid in full. However, payments made may be transferred as future credit to be used within one year of the original contracted date.

Client Initial_____

Portion Sizes

Most of our menu items are sold on a per guest basis, with portion sizes having been determined by our experienced catering staff. If you would like information regarding exact quantities, please do not hesitate to ask us.

Leftover Food

When we are on location to serve food, we usually carry more than we expect to serve. Any prepared food that is leftover from event will be given to the client. **We do not offer disposable containers to guests.**

Unpaid Guest

In the case that you have more guest than expected at your event. You will receive a bill at the end of the event for your price per guest plus an additional \$5.00, \$_____. Plus taxes and gratuities.

Client Initial_____

