



85 Main Street, North Andover MA 01845
1.617. 313-7971 Ext.2
www.men-yue.com

Policies & Procedures Guide

Effective Date: June 2023

Thank you for considering Menyue, LLC for your special occasion. We look forward to serving you! To ensure a smooth, stress-free experience, we ask that all clients review and understand our policies. These guidelines protect both our clients and our company, ensuring clarity and professionalism.

Booking & Deposits

A signed agreement and non-refundable deposit are required to secure your event date. Dates are reserved on a first-come, first-served basis. Deposits will be applied to your final balance.

Payments

Final payment is due five (5) days before the event date unless otherwise specified in writing. Payments may be made via credit/debit card, certified bank check or cash. Late payments may incur additional fees.

Cancellations & Refunds

Deposits and/or any other fees paid prior to the cancellation for any reason are non-refundable under any circumstances. Cancellations made within 5 days of the event may result in forfeiture of additional payments. Refunds (if applicable) are issued at the company's discretion. Force Majeure: We are not responsible for cancellations due to events outside our control (e.g., natural disasters, government restrictions, pandemics).

Guest Count / Final Numbers

Final guest count must be provided no later than 10 days before the event unless otherwise stated in writing. We prepare based on the final number given. Increases may incur additional charges and may not always be guaranteed.

Menu & Dietary Restrictions

All menu selections must be finalized at the time of contract signing. Dietary restrictions or allergies must be communicated in writing. While we take care with special requests, we cannot guarantee allergen-free meals nor an allergen free environment.

Food Safety & Leftovers

Food is prepared and served in accordance with safety standards. Once food service concludes and leftovers are released to the client, food safety becomes the client's responsibility.

Setup, Breakdown & Venue Access

The client must ensure our team has timely access to the venue for setup and breakdown. Delays caused by venue access issues may result in additional labor charges.

Rentals & Damages

Clients are responsible for the care and return of any rentals (linens, dishware, equipment). Replacement costs will be billed for lost or damaged items.

Alcohol Service (if applicable)

If alcohol is served by our staff, we will: Refuse service to underage or visibly intoxicated guests, and comply with all state/local laws. If alcohol is supplied by the client/venue, the client assumes full responsibility.

Outdoor & Weather Policy

For outdoor events, clients must arrange a backup plan (e.g., tent, indoor venue). We are not responsible for weather-related disruptions if no backup is in place.

Third-Party Vendors

We may recommend or coordinate with outside vendors, but we are not liable for their performance. Clients are responsible for ensuring outside vendors meet venue and insurance requirements.

Marketing & Photography

With your consent, we may capture photos/videos of your event for use in our portfolio, social media, or promotional materials. Clients may opt out of this in writing.

Insurance & Liability

Menyue, LLC carries general liability insurance. Clients agree to hold us harmless for incidents outside our control (e.g., guest actions, venue hazards).

Late Fees & Collections

Late payments may incur a 15% fee per week. Clients are responsible for any costs associated with collections or legal action if payment is not made.

Agreement of Policies

By booking with Menyue, LLC you acknowledge that you have read, understood, and agreed to these policies.

Contact Us

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