

Catering Policies and Procedures

SCHEDULING

WE REQUEST THAT YOU SCHEDULE THE CATERING DATE AND TIME AT YOUR EARLIEST CONVENIENCE; PREFERABLY TEN (10) BUSINESS DAYS IN ADVANCE (ESPECIALLY FOR GROUPS OF 100 OR MORE).

HEADCOUNT

THE ESTIMATED GUARANTEE FOR THE NUMBER OF PARTICIPANTS ATTENDING AN EVENT WILL BE NEEDED A MINIMUM OF 5 FULL BUSINESS DAYS PRIOR TO THE EVENT DATE. THE GUARANTEE MAY BE CHANGED UP TO 48 HOURS (MONDAY – FRIDAY) IN ADVANCE OF THE EVENT, BUT CANNOT FLUCTUATE BY MORE THAN 10% FROM THE ORIGINAL ESTIMATE. IF NO CHANGE IN GUARANTEE IS RECEIVED WITHIN THAT 48 HOUR PERIOD, THE NUMBER GIVEN 5 BUSINESS DAYS OUT WILL BE INVOICED.

CANCELLATIONS

AN EVENT MAY BE CANCELLED WITH NO CHARGES UP TO 72 BUSINESS HOURS PRIOR TO THE EVENT. CANCELLATIONS MADE AFTER THE 72 BUSINESS HOUR DEADLINE WILL INCUR A CHARGE OF 35% OF THE TOTAL PROJECTED CHARGES. CANCELLATIONS WITHIN 24 HOURS OR LESS WILL BE INVOICED THE ENTIRE AMOUNT OF THE ESTIMATE.

IN THE EXTREMELY RARE EVENT THAT ADVERSE WEATHER, OR THE THREAT OF IMPENDING INCLEMENT WEATHER, THE CLIENT WILL NOT INCUR ANY CHARGES ASSOCIATED WITH THEIR EVENT. BUT FOR ANY WEATHER RELATED REASON, THE CLIENT WILL BE REQUIRED TO INFORM THE CATERER 48 HOURS IN ADVANCE IN ORDER TO AVOID ANY CHARGES. IF THE CLIENT DOES NOT CANCEL WITHIN THE 48 HOUR PERIOD, THEY WILL BE BILLED 35% OF THE ESTIMATED TOTAL COST. ALL OTHER SCENARIOS WILL REVERT TO THE NORMAL CANCELLATION POLICY NOTED IN THE MENU.

FOOD POLICIES

IN ACCORDANCE WITH NC HEALTH DEPARTMENT REGULATIONS, ANY LEFTOVER FOOD REMAIN THE PROPERTY OF THE CATERER AND UNDER LAW MUST BE DISPOSED OF BY THE CATERER AND CANNOT BE REMOVED BY THE CLIENT.

OVERAGES ON PREPARED FOODS

WE WILL PROVIDE 5% OVERAGE ON ALL BUFFET MEALS, TO COMPENSATE FOR LARGER EATERS. BOXED LUNCHES AND PLATED MEALS WILL HAVE NO OVERAGES. AT NO TIME SHOULD THE 5% OVERAGE BE USED AS A COUNT IN YOUR GUARANTEE. CHARGES WILL BE BASED UPON THE GUARANTEE AND ANY ADDITIONAL MEALS SERVED. THIS NUMBER IS BASED UPON A PLATE COUNT.

SERVERS

EXPERIENCED SERVERS WILL BE ON HAND TO ASSIST WITH CATERING SET UP, SERVING AND CLEANUP. ALL PRICING IS BASED ON A THREE HOUR TIME FRAME FOR BUFFETS AND DINNERS AND ONE AND A HALF HOURS FOR BREAKFAST. THERE

WILL BE AN ADDED (EXTRA) SERVICE CHARGE OF \$1.00 PER PERSON FOR EACH ADDITIONAL HOUR FOR GROUPS UNDER 100 PEOPLE AND A \$.50 PER PERSON CHARGE FOR GROUPS OVER 100 PEOPLE. THE STAFFING REQUIREMENT FOR YOUR EVENT DEPENDS UPON NUMBER OF GUESTS AND CHOICE OF SERVICE. PLEASE CONSULT WITH YOUR EVENT PLANNER FOR ANY QUESTIONS

SERVICE

TABLECLOTHS, NAPKINS, TABLE SKIRTS, PLACEMATS, CHINA PLATES, FLATWARE, AND GLASSWARE CAN BE PROVIDED UPON REQUEST AT AN EXTRA CHARGE. CONDIMENTS PROVIDED FREE OF CHARGE, I.E. BUTTER, SWEETENER, CRACKERS, ETC. AS REQUIRED PER EVENT. EVENTS ARE SERVED BUFFET STYLE AND PROVIDED WITH DISPOSABLE PLATES, PAPER NAPKINS, AND PLASTIC CUTLERY STANDARD.

BAR SERVICES

A GRACIOUS PLENTY CATERING WILL SERVE ALCOHOLIC BEVERAGES AT YOUR FUNCTION BUT WILL NOT SERVE AS AN AGENT TO PROCURE THE ALCOHOL. THE CLIENT IS RESPONSIBLE FOR THIS. WE DO SUPPLY BARTENDERS AND SET-UPS. THERE IS A THREE-HOUR MINIMUM CHARGE FOR BARTENDERS AT \$30.00 PER BARTENDER PER HOUR.

BILLING

A 50% DEPOSIT IS REQUIRED WITH BOOKING ON EVENTS EXCEEDING \$500. BALANCE OF PAYMENT MUST BE MADE IN FULL ON THE DAY OF THE EVENT UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE. NC SALES TAX WILL BE INCLUDED. A GRACIOUS PLENTY ACCEPTS CASH, COMPANY CHECKS AND ALL MAJOR CREDIT CARDS. THE REQUESTOR WILL BE PROVIDED WITH AN INVOICE THE DAY OF THE EVENT WITH PAYMENT DUE NET 10. ANY QUESTIONS REGARDING BILLING MAY BE DIRECTED TO THE GENERAL MANAGER.