

CATERING POLICY

Thank you for your interest in "PIG OUT" BBQ Catering. My name is Sam Goff and I look forward to working with you to help you plan a great event. It is my goal to provide you and your guests a truly unique catering experience that will long be remembered. This policy outlines what to expect from us and what we expect from you.

All of our meals are served buffet style. **We will supply tables and linens for the buffet tables only. We will also provide all the serving dishes, serving utensils, disposable plates, flatware, and napkins necessary for your event.** You, the host, **shall provide all trash disposal services** including containers that are conveniently located for your guests. **Your event may require protection from direct sunlight or weather for the serving tables. In which case, you may be required to provide a covered or shaded area for the food service. Your confirmation will reflect this requirement.** The minimum covered space required is 10x20 to 20x20. Running water close to our set up area is appreciated. **If water is not available please let us know in advance.**

All meals are prepared fresh onsite. Cooking times are calculated based on the desired initial serve time. We will work closely with you in setting this time so that your meal is as fresh as possible. **Our normal service time is up to 30 to 45 minutes from the initial serving.** My staff and I will keep the buffet open and menu items replenished for your guests as they pass through during this time. Arrangements can be made for additional service time as needed. Additional, Special, and unique serve times may result in a variation in the pricing for the event. After approximately 30 to 45 minutes of service, my staff and I will clear the serving tables and begin our cleanup process including leftover preparations. **Leftover food will be left at your event in containers that you provide, providing proper refrigeration is available. Please plan ahead for your leftovers. Leftover will not be left if proper refrigeration is not available.**

GUEST COUNT: A confirmed guest count is required 10 days prior to your event. This count is the guaranteed number of servings we'll prepared for your meal. It is also the minimum number of servings your invoice will be based on. It is very important to have an accurate count in order to ensure an adequate amount of food. Our cooking process makes it very difficult to accommodate large influxes of guests. **PIG OUT BBQ Catering wants no one to leave hungry and will work very closely with you to ensure this doesn't happen.** It is recommended that you increase your guest count accordingly as a precaution.

DEPOSITS: Your event may require a deposit. Please review your confirmation and the cancellation paragraph below.

FACILITY FEES: Some facilities charge a catering fee that is based on your final invoice amount in addition to any rental fees you are charged. Fees vary from 5% to 15%. If applicable, this fee will be listed on your confirmation and on your final invoice.

CREDIT CARD PAYMENT: All credit card payments are subject to a bank processing fee of \$1.00 per card transaction and **3.95% of your invoice total including gratuity.** This fee will be noted on your confirmation and your final invoice.

CANCELLATION: A signed confirmation is a contractual agreement. **It guarantees our services on your event date. Cancellation on your behalf prior to 30 days of your event could result in a charge of 50% of the confirmation amount. A cancellation on your behalf within 10 days of your event will result in a 100% charge of your confirmation amount. DEPOSITS: Cancellations made prior to 30 days of your event will be refunded 50%. Cancellations made within 30 days of your event will not be refunded.**