



## **Taylor Grocery Special Events Catering Policies**

### **General Information and Policies**

Our professional resources in culinary and service skills afford you complete assurance that all commitments will be carried out to your satisfaction. In order to ensure you and your guests have a well-organized function, we must ask that we both adhere to the following catering policies:

### **Payments and Retainer Fee**

Billing arrangements for all events must be made in accordance with catering policies. There is a 25% retainer fee on all events, unless prior arrangements have been made. We accept cash, checks, Visa, Master Card, American Express, and Discover. Checks should be made out to Taylor Grocery Special Events Catering and mailed to:

*Taylor Grocery Special Events Catering  
Post Office Box 4  
Taylor, MS 38673*

If we receive a payment for services via check and that payment is not cleared with our bank, you will be responsible for a \$30.00 fee as well as the amount of check.

Credit/Debit card payments can be made by contacting Taylor Grocery Special Events Catering by phone.

Total settlement is required 48 hours before the event unless other arrangements are made and accepted by Taylor Grocery Special Events Catering.

### **Guest Counts**

An estimated guest count must be provided at the time an order is placed.

Taylor Grocery Special Events Catering must be notified of the exact number for which you wish to guarantee services for no later than seven (7) 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. If fewer guests attend than guaranteed, you will be charged for the guaranteed number. If the number of guests attending exceeds the guaranteed, you will be charged regular charges for the extra guests with settlement expected the day of the event.

## **Taxes**

All applicable state and local taxes will be imposed and paid by the client. If the client's organization is tax exempt, Taylor Grocery Special Events Catering must receive a certificate reflecting the client's exemption status no later than five (5) working days before the event. If Taylor Grocery Special Events Catering does not receive this certificate, the client agrees to pay all taxes associated with the event.

## **Cancellations**

If the client cancels a contracted food and beverage event, Taylor Grocery Special Events Catering can retain all or a portion of the retainer fee as liquidated damages. All cancellations must be received seven (7) days before an event date. For any cancellations made within seven (7) days of an event, 50% of the total due for that event will be required as payment.

**PAYMENT IN FULL IS REQUIRED FOR ANY CANCELLATION MADE WITHIN 48 HOURS OF AN EVENT.**

## **Menus**

Our menus are designed, priced, and prepared on a per guest basis, with portion sizes having been determined by our experienced catering staff for each menu item. Taylor Grocery Special Events Catering reserves the right to substitute or adjust pricing on items that become unavailable in the open market or that exceeds reasonable market costs. Taylor Grocery Special Events Catering will notify the patron for approval if price adjustments are necessary or acceptable substitutes are needed. If have concerns about menu or amounts prepared, please do not hesitate to ask.

## **Leftover Food**

Taylor Grocery Special Events Catering prepares your menu selections based on the guaranteed number of guests. When we are on location to serve food, we usually carry more than we expect to serve. When offsite for a long period of time, we have extended food temperatures and holding conditions to a point that we will not release leftover food to you or your guests. Guests may not bring any food or beverages of any kind, with the exception of alcoholic beverage services and wedding/groom cakes, unless prior arrangements are made, which includes take-out or to-go plates. We trust you will cooperate.

**IF FOOD IS REMOVED FROM THE SITE, TAYLOR GROCERY SPECIAL EVENTS CATERING IS NOT RESPONSIBLE OR LIABLE FOR THE QUALITY OR SAFETY OF THESE ITEMS.**

## **Staffing**

Taylor Grocery Special Events Catering provides a buffet host and food station host as required to provide the level of service needed for your event. The buffet host's responsibility is to keep the buffet and/or food stations replenished with fresh food and

service the food serving area. If your event requires service staff to provide table services, there is a 18% service staff fee. The service staff's responsibility is to service the guest area and remove finished dinnerware. Service staff is required for any china service or plated menus. If your event needs special service staff requirements, such as action stations, the cost for the extra service staff is \$15.00 per hour per staff person with a minimum of four (4) hours charged. The hours covered by this charge are the actual hours of the event, two (2) hours prior to the event, and one (1) hour after the end of the event. For example, if your event lasts four (4) hours, then you will be charged seven (7) hours for each staff member.

### **Serving Wares**

Taylor Grocery Special Events Catering agrees to provide all serving wares from our inventory for each event and service style. This includes chafing dishes, trays, bowls, tongs, spoons, and beverage dispensers. If our inventory of serving wares do not meet your expectations, we invite you to provide your own serving wares.

The Client agrees to provide or pay for rental of any special serving wares requested, including but not limited to, chafing dishes, platters, bowls, serving spoons, tongs, tables, china, glass plates, glasses, wine glasses, silverware, and all linens.

### **Dinnerware**

Taylor Grocery Special Events Catering offers three options for dinnerware:

1. *Disposable Dinnerware* – Our standard dinnerware is heavy, black, plastic plates and flatware. This option is included in the quoted price for all events.
2. *Disposable Upgrade* – Clear, heavy, plastic plates (9" plate for food stations and 6" plate for cake service). Clear, plastic tumblers for non-alcohol drink service (alcohol providers supplies the bar). Plastic, silver forks for food and cake as well as white, paper, cocktail napkins. This option is \$2.00 per guest for buffet or reception services.
3. *Hard Dinnerware* – 10" off-white heavy plates with a 6" matching dessert plates or quilted-pattern dessert bowl/jar. Clear, glass reception plates, hammered silverware, pilsner drinking glasses, and linen dinner napkins. For this, Buffet Service \$4.00 per guest and Plated Menu Service is \$5.00 per guest.

If non-disposable plates, glasses, and/or silverware is used that are not provided by Taylor Grocery Special Events Catering, there will be a \$2.00 per guest service fee charged. This fee covers the extra handling and cleaning of rental items; most rental companies require all dishes rinsed and free of any food before returning.

### **Pricing**

Our pricing is based on a per person cost. Any changes to the menu, menu items, or service style may affect the price and will require a new quote. Larger groups may qualify for discounts depending on the menu, service style, and guest count. Discounts may not be applied to the first quote. If an event qualifies for a discount not listed, the discount will be applied to the quote and re-sent to the client. Sales tax of 7% will be

added to all orders unless the group is tax exempt. All quotes are good for thirty (30) days. After thirty (30) days the quote expires and is null and void; the event can be quoted again using current prices if requested.

### **Serving Times**

All events are priced based on serving times listed for your type of event:

- Casual Hosted Buffets – 1.5 hours
- Receptions – 2.5 hours
- Plated Meals – 2 hours

If longer serving times are required for your event, please notify our staff for an updated price based on extended serving time.

### **Service Area/Parking**

The Client agrees to provide and/or arrange parking for Taylor Grocery Special Events Catering service equipment, including vehicles, trailers, and an area for prepping/staging within reasonable distance from serving area.

### **Additional Service**

Linens, plastic table covers, specialty serving pieces, specialty china, fresh flowers, themed decorations, ice carvings, balloons, candles, guest seating, bands, DJ's, and other items can be provided or arranged with our preferred vendors. Please contact our staff for pricing.