

Carnegie Catering Policies and Procedures

Please Read and Sign the following Catering Policies and Procedures established to assist you in arranging your function. These policies and procedures are intended to insure the highest level of quality in your food and beverage services, and to assist you from the initial planning stages of your event.

Booking, Date, Reservations, and Payment Schedule

Date reservations are ideal to secure our services without having to finalize a menu or service arrangement. Upon confirming availability, a non-refundable down payment, specified by Carnegie, is required to secure the date. The detailed menu and service agreement should be finalized no later than two weeks prior to the event date. The balance is to be paid in full before the date of the event unless other arrangements have been made prior to the event. Accepted methods of payment will be Personal Check, Certified Check, Cashier's Check, Money Order, or cash.

Contracts

Prior to your event, and with our mutual agreement, you will receive a Food and Beverage Contract outlining your food and beverage order. This form, and the Food and Beverage Contract must be signed and returned to our office before any food and beverage confirmations will be made. Price quotes are subject to proportionate increases to meet increased costs of food, beverage, and labor to within ninety (90) days of the event.

Cancellations

All down payments and/or payments made toward ending balances are non-refundable.

Guarantees

To insure the highest level of quality in your food and beverage services, final guarantees (number of servings for which you will be billed) for food and beverage functions must be received no later than Seven (7) business days prior to the event date. This count is not subject to reduction within this period, and you will be charged even if fewer guests attend. If a final guaranteed number is not given Seven (7) business days in advance, you will be billed, and we will prepare for, the original estimate.

Tax Exempt

For tax-exempt organizations, a copy of your Exemption Certificate must be received two weeks prior to your function.

Loss of and Damage to Linens

Client understands and agrees that they will be charged the replacement cost of all items returned in damaged condition. Replacement costs are generally three times the rental fee. Client will be charged \$35.00 for each lost or damaged chair cover, \$15.00 for each lost or damaged chair pad cover, \$10.00 for each lost or damaged chair tie or chair cap. Other lost or damaged items will be charged four to six times the rental fee, depending on the item. Charges for loss of and damage to linens are in addition to the original rental charges.

Linen Changes and Cancellations

Additions to an order may be made at any time, but additional charges may apply if expedited shipping is required. Reductions or cancellations may be made BEFORE THE DEADLINE DATE AND TIME, which is usually two business days before the shipping date. Partial cancellations and order reductions are not permitted after the deadline date. After the deadline date and time, cancellations of entire orders, including complete orders returned in their original, unopened packaging, are subject to a 60% restocking charge. Partial orders returned in their original, unopened packaging are subject to full rental charges. Custom orders may not be cancelled at any time.

Food and Beverage Requirements

In order to safeguard against health and liquor liability, no food and beverage may be brought into or taken out of the facility. All food and beverage items purchased and consumed are required to be purchased through Carnegie Café & Catering Co. All remaining food and beverages after the event's completion are property of Carnegie Café & Catering Co.

Service Charge and Tax

On all Food and Beverage functions, there will be a 20% Service Charge and 8% New York State Sales Tax applied.

I Agree to the Terms of this Contract: _____ **Date** _____