

# Catering Policies

## Delivery/Pickup

- Most menus are available for pickup at our 4300 Hoffmeister location during our regular hours of operation to save delivery charges (**please call for more information on Orlando's hours**).
- All menus include food in disposable foil and plastic serving containers.
- All menus include appropriate high quality disposable dinnerware and condiments (except ala-carte Party Tray Menu).
- Serving Utensils billed separately @ \$1.50 each as needed.
- Reusable wire chafers for hot items are available for purchase @ \$15.00 each
- Delivery and Pickup menus do not include coffee (or other beverages) unless purchased separately.
- We suggest a delivery time 30 minutes prior to your serving time. Please allow for the time it takes to access your building (dock deliveries, security check in etc.)
- We guarantee delivery within 15 minutes of the scheduled time, before or after.

### Delivery Charges (for most areas)

<b>Box Lunches:</b> Monday—Friday, 8:00 am—4:00 pm	\$15.00
Monday—Friday, 8:00 am—4:00 pm	\$35.00
Monday—Friday, 6:00 am—8:00 am/5:00 pm—8:00 pm	\$45.00
Saturday—Sunday, 8:00 am—8:00 pm	\$55.00

**\*Orlando's will deliver any time at YOUR convenience. Call for after hour pricing.**

## Full Service Catering

- Full Service events include our trained and courteous staff.
- Staff is scheduled at Orlando's discretion, determined by the menu, services, and venue requirements.
- Additional servers may be added at \$25.00 per hour for a minimum of 4 hours.
- All full service events are subject to sales tax and a 22% service charge.
- Full Service events include appropriate high quality disposable dinnerware at no charge.
- An upgrade to china, silverware and glassware is available at an additional charge.
- Formal Dining Menus include all necessary china, silverware and water glasses.
- Orlando's requires a separate area away from guests to prepare trays and store equipment as well as a minimum of 5—8' tables or the equivalent for food preparation and service.
- We make arrangements for all rental items if necessary.
- Orlando's provides all decorative serving pieces, and kitchen equipment at no charge.

## Minimums and Guarantees

- There is a \$150.00 minimum on all orders (pick up orders are exempt if picked up during business hours & event times)
- All published prices are subject to change unless under contract.
- Contracts are written with a "minimum guaranteed number of guests" for the contracted price.
- Final guest count and all other final arrangements are required 2 weeks prior to the event date. No provisions for decreased guest counts after this date. Increases in guest count may be made 1 week prior to the event. Changes made after this date may be subject to a surcharge.
- If no guest count changes are submitted 14 days prior, final guest count will be the original contracted number.

## Rentals

- We can coordinate for you the rental of tents, tables, chairs, table linen, china, silverware, glassware, audio visual equipment, lighting and décor for your event.

## Deposits/Billing

- All orders require a signed contract as confirmation of services.
- A 20% deposit is required upon booking.
- A credit card on file is required for any host bar services or any items that are purchased "on consumption".
- Final balance due 2 weeks prior to event.
- Direct billing is available for corporate clients. Please ask for credit details.
- Direct bills not paid within 30 days will be charged a 1.5% late charge.
- 3% fee for credit card payments. We accept Mastercard, Visa, Discover and American Express.
- Sales tax is charged on all events unless a copy of tax exempt letter is provided for each event (tax exempt letters must be up to date).

## Cancellations

- Event cancellation within 48 hours of the event are billed in full.
- All cancellations must be made by phone **AND** by mail, email or fax, client must receive a confirmation of cancellation from our office in order to avoid any charges.
- Deposits are not refundable.