
CATERING GUIDELINES & POLICIES

“Today’s Exceptional Events Creating Tomorrow’s Lasting Memories”

CONTRACT & DEPOSIT

- A \$500.00 deposit for our catering services is required when you book your event with West Michigan Caterer.
- A signed catering contract is required for all events with your initial deposit – stating that you agree to our guidelines and policies.

PAYMENT TERMS

- One half of the *Estimated Balance* is due 90 days prior to your event. The remaining *Balance* (based on your final count) is due at least one week prior to your event. Charges for increased guest count, after the final bill has been presented, will be payable at the event. Payment can be made by Cash, Check or Cashier’s Check made payable to WestMichiganCaterer.com. We also accept all Major Credit Cards. Due to processing costs, there will be an additional 3% fee added to the charged amount paid by credit card. Late fees will be incurred for deposits & payments not paid by scheduled due date. Checks returned for non-sufficient fees will incur a \$35.00 charge and must be replaced with a Cashiers Check or Money Order for the amount of the original check + \$35.00.

SALES TAX & SERVICE FEES

- 6% Michigan State Sales Tax and 20% Service Fee will be applied to all invoices. Additional service fees may be assessed for events requiring early set up or for events starting 30 minutes later than contracted. WestMichiganCaterer.com cannot be held responsible for food quality due to delays of 30 minutes or more than your scheduled time. Additional delivery and service fees may apply for events located outside of our normal delivery areas. If you have tax exempt status, a Tax Exempt Certificate with your tax ID number must be provided to West Michigan Caterer prior to your catering quote.

CANCELLATIONS

- Should a cancellation or postponement be required, your deposit and payments made are nonrefundable. This includes the initial \$500 deposit and catering payments made prior to the event. However, the amount paid may be applied to a future event within six months of your cancellation date, if cancelled prior to 120 days of event. If you cancel within 120 days of your event, West Michigan Caterer will retain all monies paid.

GUEST COUNTS AND MENU SELECTIONS

- Menu selections must be finalized at least one month prior to your event. Guaranteed guest count is due two weeks prior to your event. At that time your final invoice will be prepared for you with all deposits applied. You may *increase* your guest count up until one week prior to your event date, but you may not decrease. Prices are subject to change up until 90 days prior to your event.
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FOOD TASTINGS & DIETARY REQUESTS

- WestMichiganCaterer.com will make every effort to accommodate special dietary requirements. Please make arrangements for this during your tasting appointment. Please contact us four (4) to (6) months prior to your event date, if you are already booked with us, to set up an appointment for a menu tasting and planning meeting (for up to six guests) at West Michigan Caterer & Banquet Center. Tastings for clients booked with us are complimentary. \$20 per person fee charged for non-booked clients. That fee will be applied to your deposit upon booking. Tastings are not offered for Hors d'oeuvres or Desserts.

FOOD & BEVERAGE POLICIES/MINIMUM SPENDING REQUIREMENTS

- Food and beverage items not prepared or contracted by WestMichiganCaterer.com may not be served at your event unless pre-approved by management.
- WestMichiganCaterer.com prepares enough food for your event based on the number of guests you have confirmed with us. Any leftover food is not allowed to be taken by the client, but will be donated to a local charitable organization selected by WestMichiganCaterer.com. WestMichiganCaterer.com reserves the right to portion food as needed in order to control items set out on buffets.
- WestMichiganCaterer.com will allow specialty cakes and desserts to be brought in only if prepared by a licensed commercial bakery or retail store. A *Cake Cutting Fee* of \$1.25 per person will be applied to all service on cakes/desserts to be cut and served with white plastic ware (\$2.00 for china) by WestMichiganCaterer.com. If we do not cut or serve your cake, you will not be required to pay the above fee, but will have to provide your own cake plates, forks, napkins, knife and server.
- When choosing two separate plated options for your guests, you must prepare visual markers for the servers to easily identify what each guest should receive. An upcharge will be applied to the entrée price for this service.
- Due to market conditions, all food and beverage prices are subject to change. Menu prices will be guaranteed 90 days prior to your event.
- WestMichiganCaterer.com is not responsible for the quality and temperature of food served 15 minutes or later than agreed upon service time.
- Food & beverage minimum spending requirements are required – based on venue and type of event.

BAR SERVICES

- West Michigan Caterer can provide alcoholic beverage service for **most** events and venues. Please contact Peter Kenyon, Operations Manager, at peter@westmichigancaterer.com or one of our Event Coordinators for more information or to obtain a bar quote. Venues with their own liquor license are responsible for all product & services on their own.