

Smokin' with Chris Catering Policies

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MENU: Your menu has been specifically created for your event. If you would like to modify your selections we will certainly attempt to satisfy your requests. Final menu selections, however, are due 10 business days prior to the event and must satisfy minimum cost arrangements for your event. Changes to specialty items must be made 2 weeks in advance. Smokin' with Chris reserves the right to make menu and/or price changes if there are significant changes in market price or availability of a product. You will be notified as soon as possible and we will work with you to either find a suitable substitute or refund the cost of the item.

ATTENDANCE: Final count for your event, which becomes your guaranteed number when calculating the bill, must be received 10 days prior to the event. If attendance is more than 10% above the guaranteed number, we will make every effort to accommodate your group. However, we cannot guarantee availability of additional items as specified in the original order and will substitute accordingly.

SERVICE HOURS: We estimate how much time you will need to serve your event. Pitmasters & Serve Events includes 2 hours of service & we add 1.5 add'l hour when you are serving appetizers. If your event goes over-time, we will charge for the additional time required to serve your event at \$35 per staff member per hour

HOT BOX RENTALS: Available for \$25/box. A credit card on file is required. All boxes must be returned the following business day & if they are not returned, SwC will charge \$5/day per hot box, up to \$100 maximum.

CANCELLATIONS: For any cancellation within 30 days of the event, the 25% deposit is non-refundable. Any cancellation received within 7 days of the event will result in a charge of 50% of the total bill. Cancellations less than 24 hours before the event will result in a charge of 100% of the total bill.

SEVERE WEATHER POLICY: Severe weather is defined as CT State closing, Interstate Road Closings, or Acts of God (Tornado, earthquake). Any cancellation received within 36 hours of an event due to severe weather will result in a charge of 30% of the bill to cover the food costs. Any cancellation received with more than 48 hours noticed due to severe weather booked event will be canceled with no charge and deposit returned.

PAYMENT: For any event valued at \$500+, a deposit of 25% of the total bill is required to hold the catering venue/date and ensure coverage of staff, equipment & food costs. This deposit secures your event. The remaining balance is due 10 days prior to the event. Payment in full must be received before Smokin' with Chris can service your event. **Payments are accepted online:** When you open your invoice there is a link to pay online by credit card or bank transfer.

- **Onsite Payments:** If you plan to make payments at Smokin with Chris, you must bring a copy of your invoice. A catering manager is not always on-site and our restaurant team does not have immediate access to your invoice.
- **Cash Payments:** 5% discount available if you pay your entire invoice in cash (because this saves us on credit card processing fees).

PICK-UP TIMES: All pick-up orders include a 15-minute window. If you have not paid your invoice in advance, this may take longer. If you are picking up trays of food at Smokin with Chris, we advise that you bring a towel to put underneath the trays. The trays are very hot, and this will help you when you have to take them out of your car. It also protects from unexpected spills.

GRATUITY: Gratuity is not automatically included on your invoice. If you'd like to add a tip by Credit Card, please respond to this email and we'll add it to your invoice. Otherwise, cash/check tips are gratefully accepted the day of your event. ***Party at Smokin with Chris = Price + 20% Catered Events & Deliveries = Price + Gratuity***