

Service Requirements & Policies

- ❖ **Sales Tax** - Georgia sales tax of 8% will be added to the subtotal on all invoice orders.
- ❖ **Gratuity** - Gratuity of 18% will be added to the subtotal on all invoice orders.
- ❖ **Delivery** - A delivery fee will be charged and is based on location, delivery time, nights, weekends and location.
- ❖ **Set Up Fee** - Set up fee starts at \$30.00 if not getting full service.
- ❖ **Consultations/Tastings** - Consultations and tastings are free for orders over \$500.00, for up to 4 guests and must be scheduled in advance.
- ❖ **Culinary Attendants** - If attendants are needed, a charge of \$75.00 per attendant will be added for 5 hour increments.
- ❖ **Culinary Attendant Recommendations:** Self Service (2 attendants for every 50 guests), Full Service (2 attendants for every 30 guests), Buffet (2 kitchen staffers & 3 attendants for every 50 guests), Plated/Sit Down Service (3 kitchen staffers & 4 attendants for every 50 guests).
- ❖ **Service Times & Overtime Charges:** All food and service price quotes are based on a maximum service base of **5 hours** from the scheduled arrival time of your guests until the departure time of your guests. Additional service time beyond the **5 hour** base period will result in the following additional charges: \$2.00 per guest for each additional ½ hour of service requested. The additional charge will be added to your invoice and must be paid upon completion of services rendered.
- ❖ **Deposits/Contracts** - A fifty percent (50%) deposit and a signed contract is required at the time of booking to hold the event date and time. Deposits are non-refundable. The balance must be paid in full no later than 2 weeks or 14 days prior to the event date.
- ❖ **Guest RSVP** - The final guest count total (RSVP) is required 1 week prior to the event date and is non-negotiable. If the guest count increases after the final guest count has been given, we will accommodate you as best we can.
- ❖ **Cancellations** - A cancellation notice must be received at least 2 weeks or 14 days before the scheduled date of service. If a cancellation notice is not received in the appropriate amount of time, 50% of the total order will be charged and is non-refundable.
- ❖ **Payments** - We accept cash, checks or money orders. **Checks must be made payable to Angela R. Foster.** A \$40.00 fee will be charged on any returned check. A 10% penalty will be charged on all late payments. We also accept Visa, Master Card and American Express via Pay Pal or Square Card Reader services. A service fee will be charged based on their rates. This service fee is immediately deducted when the payment is made. Fees are paid directly to their company and is determined and charged by them, not Red Velvet Catering & Events.
- ❖ **Corporate Accounts** - Contracts and payments will be negotiated based on the corporation's requirements and guidelines. Payments must be made within 30 days of the event date.

Amenities

- ❖ All menus include quality paper and plastic disposable products.
- ❖ Rentals are available as a sub-contract. Prices will vary based on the rates of the rental company.
- ❖ Corporate accounts services are available seven (7) days a week.
- ❖ Customized menu planning is available for any event. Call for assistance.
- ❖ Certain menu items are subject to seasonal availability. In an effort to provide a certain level of quality in our products, we reserve the right to offer substitutions to ensure that you and our company will be satisfied with the products we serve.

Types of Services Available

- ❖ Showers for any occasion
- ❖ Receptions for any occasion
- ❖ Family Reunions
- ❖ Grand Openings
- ❖ Brunches
- ❖ Theme Parties
- ❖ Event Planning
- ❖ Commitment Ceremonies
- ❖ Weddings, Birthdays, Anniversaries, Retirements, Graduations, Recitals
- ❖ Rehearsal Dinners
- ❖ Class Reunions
- ❖ Buffet & Seated style dinners
- ❖ Custom Menu Planning
- ❖ Open Houses
- ❖ Restaurants
- ❖ Corporate Lunch & Dinner
- ❖ Private Lunch Meetings
- ❖ Picnics/BBQ's
- ❖ Banquets
- ❖ Church Events
- ❖ Production Talent/Staff Luncheons



When taste counts, count on us.