



Website: www.RedVelvet-CateringEvents.com Phone: 770.855.9672 Email: RedVelvetCatering@gmail.com

SERVICE REQUIREMENTS

- An “**Event Details**” form will be emailed upon request for services. The form will need to be completed and provided for quotes, consultations, invoices and contracts.
- To book services, a 50% deposit and the signed contract is required to secure the date and services requested. The remaining balance of all services booked must be paid no later than 7 calendar days prior to the event &/or delivery date. All required payments must be paid on the designated dates indicated on the invoice and contract.
- For full-service, on-site events, an 18% gratuity fee will be added.
- For delivery only, a delivery fee will be charged based on mileage and begin at a minimum of \$10 per round trip distance.
- 7% tax will be added to all orders.
- All checks and money orders must be made payable to **Red Velvet Catering & Events, LLC**. Payments can also be made via the company’s Zelle, Venmo, Cash App, Pop Money, Pay Pal or Square accounts with Visa, Master Card, Discover and American Express. Some payment methods are subject to a processing fee of 1%-4% of the payment amount, by the service provider, which will be added to the total invoice amount. The processing fee will be immediately taken from your payment by the service provider and the remainder of the payment will be applied to our company account. The remaining payment that is applied to our account must be the actual amount of the payment you are required to pay.
- Payments not received by the due date could result in loss of services. If non-payment results in loss of services, any cost incurred from purchasing food &/or products for the services requested will be deducted from all payments received prior to loss of services. If the costs incurred exceed the payments received prior to loss of services, the amount will be due to be paid within seven (7) calendar days after the initial payment due date and payable by the client.
- A cancellation notice is required in writing at least fourteen (14) calendar days in advance of the event date. If a cancellation notice is received, **Red Velvet Catering & Events** will retain the right to charge 50% of the original invoice total. If the event is postponed or delayed by the client and/or **Red Velvet Catering & Events**, both the client and our company will work together on behalf of the client to have all payments received and expenses incurred by **Red Velvet Catering & Events** transferred to apply to a new event or delivery date. If the client chooses **not** to apply all payments received to a new event or delivery date, any expenses incurred in preparation of the event or delivery by **Red Velvet Catering & Events** will be deducted from all payments received and refund the balance (if any) to the client. If there were no expenses incurred by Red Velvet Catering & Events, LLC, 50% of the total payment(s) received will be returned to the client.