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## Policies and Procedures

**Staffing:** Once you have booked your event, you will receive professional services from our Banquet Manager. All service staff will be professionally dressed in black and white attire unless other attire options have been discussed.

**Pricing:** Pricing is only guaranteed with a signed contract. The **Service Charge** is applied to cost per person and all other items that are handled by our staff. This charge is not a gratuity, it is used to offset event staffing cost.

**Guarantee Policy:** In order that we may better serve your guests, we ask for a final number of attendees ten days prior to your event. This number shall constitute a guarantee and you will be billed for this number or the actual number of attendance, whichever is higher.

**Linens:** White table linens are included in event pricing on the buffet table. There are a variety of customized linen and napkin choices at an additional charge for guest seating. Coordinating overlays, chair covers and linens to the floor are available for an additional charge. All food stations will be draped to the floor in white skirting.

**Additional Labor:** All prices are based on a four-hour function. Events extending beyond four hours may be subject to additional labor fees. Additional labor fees are \$100.00 per hour for staffing.

**Additional Services:** We offer additional services including: On Premise Ceremonies, Champagne Toasts, Alcoholic and Non-Alcoholic Punch, Ice Sculptures and Chocolate Fountains. We would be happy to assist you in locating any additional items you may need to complete your special event.

**Deposits and Payments:** In the event of a cancellation all deposits are non-refundable. Final payment is due 72 hrs. in advance with a check or money order made out to **Some Like It Hot Catering**.

**Cancellation Policy:** Should you decide at any time to cancel your event for any reason, the following penalty charges will be assessed, based on the receipt of a written cancellation request.

Cancellation within 12 months of the Event Date: Initial deposit becomes nonrefundable.

Cancellation with 1-6 months of the Event Date: 50% of anticipated revenue will be due.

Cancellation within 30 days or less of the Event Date: 75% of anticipated revenue will be due.