

# The Grateful Gypsy Bistro (The GGB) Event Services & Policies

**Menus:** Menu prices reflect the cost of food only. Additional equipment, staff, and services are priced separately. Custom menus are available. All prices are subject to change without notice and are dependent on market fluctuations and product availability. To assure the quality of your party we reserve the right to make substitutions when necessary.

**Advance Notice:** Please call or email as far in advance as possible regarding your event to assure your menu choices and delivery time. Deliveries are scheduled on first come, first served basis. Orders placed in advance are appreciated and will secure the date and delivery time of your choice. Some menus require a minimum of 72 (weekday) hours. When possible, we will honor catering orders on short notice.

**Guest Guarantee:** We ask that you provide us with a final guest count no less than one full week prior to your event. Charges will be based on the guaranteed or actual attendance whichever is greater. If the guaranteed attendance is not received within one week, your tentative attendance will be considered the guarantee. Requests for increasing the guarantee within the one-week, are subject to TGGB approval and may incur additional charges.

**Deliveries/Drop Offs:** A minimum order of \$250.00 is required for all deliveries. Charges are determined by geographical area and begin at \$25.00. Deliveries are normally scheduled between 8:00am and 6:00pm, Monday thru Saturday (Sundays by appointment only). Any deliveries outside of normal delivery hours are subject to an over-time charge.

- **Drop-offs...** are any orders that do not require use of equipment, equipment pick-up or extensive set-up, such as items on disposable baskets, catering trays or foil pans for warm items.
- **Set-Ups...** There is an additional 10% charge for any event that requires the use of The GGB's non-disposable platters, utensils, rentals or extensive set-up time. A deposit is required on all equipment. All equipment must be returned within 24 hours of the event. It is also agreed that the organization making the arrangements will be responsible for all materials and equipment broken/stolen/lost. Pick-ups are normally scheduled for the next business day. Arrangements may be made when you place your order.
- **Truck Service...** 2 hours typical service. F&B minimums start at \$1000 f&B for all breakfast/lunch onsite services. \$1,200 f&B minimum for dinner Tues-Saturday.
- **Pick-up orders...** orders may be picked up by appointment. Some warm items may come chilled with reheat instructions.

**Service Staff:** Our staff service staff will be available to you and your guests for the duration of your event and billed at an hourly rate based upon travel, set up and break down time. Gratuity will be included. A 4- hour minimum applies for staff. Client must provide acceptable trash /recycle receptacles and disposal for your event. The client must also provide all appropriate passes/credentials including but not limited to parking/entry, too all TGGB staff when applicable prior to event and arrival.

**Event Fee:** For full service events there is an additional service fee based on the cost of food and beverage. (no additional delivery fees). Our service fee represents all the behind the scenes planning and orchestrating of your event... for consultation time.. for artful presentations.. transportation of equipment... and for the many kitchen, clean-up, and support staff to ensure a successful event.

**Gratuity:** An 18% gratuity charge will be included in final bill for all Full Service events.

**Alcoholic Beverages:** We can assist in making arrangements with a vendor for the delivery of beer, wine, ice and necessary supplies. We can assist you in the planning, ordering and delivery of alcohol but invoicing and payment must be handled directly with the alcohol vendor. We are not licensed to serve alcoholic beverages.

**Additional Services:** We can assist you with a full range of services, equipment rentals, location of facilities, flowers, décor, entertainment and more.....

**Terms:** Payment in full is due via credit card, during business hours, on the Friday one week prior to delivery/event or by cash 24 hours prior to event start time. CHECKS WILL ONLY BE ACCEPTED 10 FULL BUSINESS DAYS PRIOR (to allow for clearance)

**Booking Deposit:** To reserve The GGB's services for the date of your event, we require a non-refundable deposit of 50% of estimated total which will be credited toward your final balance & a signed contract.

**Confirmation:** After planning is complete, a final proposal will be sent to you. Please double-check the date, time, location and details of your event. Please contact us immediately with any questions or changes. Any last minute changes you request may result in additional charges, which will appear on your final invoice.

**Final Payment:** The remaining balance is due via credit card on Friday one week prior to your event.

**Payment Methods:** Credit Card (visa, Mastercard or Discover) or Cash. Checks will only be accepted 10 full days prior to event.

**Cancellations:** 30 or more days prior to the event date, the full deposit will be refunded

15-29 days prior to event,  $\frac{1}{2}$  of the deposit will be refunded

4-14 days prior to event, the full deposit will be retained by The GGB.

3 days or less prior to the event, the full amount of the event will be retained / owed to The Grateful Gypsy Bistro.

**Guaranteed Parking** Client must verify that we are allowed to park at the event location site. If, for any reason, The GGB is unable to park at the event, all monies for the event, in full, will be retained by The Grateful Gypsy Bistro. The GGB trucks cannot drive up hills with a 15% grade or higher.

**CLEARANCE**(approx.): length: 30 feet; height: 16 feet; width: 15.5 feet; weight: 15k+)1. Private parking area or 2. Street parking (at least 200 feet from food establishments & 500 feet from schools, unless we have received approval from those establishments)