



### **POLICIES, MODIFICATIONS & CANCELLATIONS**

We promise to continue to always do our very best to make ordering catering as easy as possible, to always be on time to ensure your day runs smooth, and to always keep our food hot and to exceed your expectations! To be held to higher expectations, we ask for a few simple policies to be followed by our clients.

- We require a minimum food subtotal of \$250 for orders Monday – Friday. Weekend orders must meet a minimum of \$500 food subtotal.
- Our delivery fee is 10% on orders Monday – Friday and 20% on weekend orders.
- 18% gratuity will be added to each order placed.
- If our catering driver arrives during the allotted time of delivery (agreed upon by our office & the client) and the client is not present to accept the order for any reason, our catering driver will wait for up to 15 minutes before leaving the food/items at the best possible location, notifying the client and our drivers are authorized to leave the site to continue with their delivery route.
- If you require a delivery time before 6am and are **more than 15 minutes late** to receive the delivery, a fee will be charged to the payment information on file.
- For order **modifications before 12pm** the day prior to the delivery, no additional charge will be applied.
- For order **modifications after 12pm** the day prior to the delivery, a 5% modification fee will be added to the order if the request is honored. Our team works diligently to ensure all orders are executed flawlessly so modifications affect our process and require a fee. Requests made after 12pm the day before delivery will be accommodated based on product/staff availability and are not guaranteed.
- **Cancellations** made after 8am the day before the scheduled delivery, will be charged **50% of the order cost**, which includes catering services, products ordered and other arrangements that have been made at that time. This applies to all orders, regardless of their subtotal amount.
- **Cancellations** made of the day of the event will be charged **100% of the order cost**, which includes catering services, products ordered, scheduling conflicts and other arrangements that have been made at that time. We are happy to deliver the order as a gift to a different business of your choice should an emergency occur on the day of the event.

Please call 303-934-0003 AND LEAVE A MESSAGE or email [info@delectablecatering.com](mailto:info@delectablecatering.com) with any questions, modifications, or cancellations.

We promise to deliver breakfast or lunch at the date and time as coordinated and agreed upon regardless of weather conditions or internal events. If we are running behind schedule, we will call to notify at least 15 minutes before the scheduled time of delivery. We appreciate your business and look forward to continuing our partnership with all our clients. Thank you for your support and understanding.

**\*All custom menus and orders of \$1000+ are subject to alternate policies & our teams and conditions form will be provided.**