



## **Cancellation Policy**

**Effective August 2008**

**Three Hour Notice** - This pertains to all cold food items, and other goods that are In-stock items. If an item is a stock item and not one that has been specially ordered or prepared, you are allowed a three-hour period before your delivery to cancel without being charged. Any time within three hours of your delivery you will be charged for all items ordered.

**Five Hour Notice** - Since any request that involves cooking also involves preparation, the cancellation time is a five-hour period. This allows us not only the time required cooking and preparing, but also an acceptable time period to adequately chill the product to insure proper food handling procedures are followed.

**ASAP or Rush Orders** - Any order placed with less than four hours notice will automatically be classified as an ASAP can not be cancelled. Since an ASAP order is one that requires our entire staff to stop what ever else they may be doing and get this particular type of order out as fast as possible, the charge for any items ordered would be billed. When placing this form of request, it is imperative to state how much time we are being given to deliver.

**Special Orders** - A Special order would be an item that must either be shopped or ordered from a vendor specifically for your order. Since this would entail us either sending an employee out to purchase this item or arranging for a vendor to make a special delivery of this item; we require a eight hours cancellation period. Any cancellation after this period would require us to bill you for the item in full. Specialty items that are required to be shopped the evening before for a next days catering event (ex. Liquor/flowers) will be charged since they have to be shopped night before.