



WestMichiganCaterer.com

CATERING GUIDELINES & POLICIES

WestMichiganCaterer.com believes that flexibility is the key to the success of your catered event. The following guidelines and policies are presented to ensure your satisfaction and the success of your event.

CONTRACT & DEPOSIT

- A signed contract for our catering services is required to book your event with WestMichiganCaterer.com. A *\$500 Down Payment* is required upon contract receipt to confirm your event date.

PAYMENT TERMS

- One half of the *Estimated Balance* is due 15 days prior to your event. The remaining *Balance* (based on your final count) is due prior to or by the evening of the event. Charges for increased guest count, after the final bill has been presented, will be payable at the event. Payment can be made by Cash, Check or Corporate Check made payable to WestMichiganCaterer.com. We also accept all Major Credit Cards. Due to processing costs, there will be an additional 3% fee added to the charged amount paid by credit card.

SALES TAX & SERVICE FEES

- 6% Michigan State Sales Tax and 20% Gratuity (service fee) will be applied to all invoices. If you are *Tax Exempt*, a copy of your *Tax Exempt Certificate* must be submitted to WestMichiganCaterer.com. Additional service fees may be assessed for events requiring early set up or for events starting 30 minutes later than contracted. WestMichiganCaterer.com cannot be held responsible for food quality due to delays of 30 minutes or more than your scheduled time.

CANCELLATIONS

- Should a cancellation be required, your *Deposit* is nonrefundable. However, it may be applied to a future event within one year of your original booking date.

GUEST COUNTS AND MENU SELECTIONS

- Menu selections must be finalized at least two weeks prior to your event. Final guest count is due eight (8) days prior to your event. At that time your final invoice will be prepared for you with all deposits applied. You may *increase* your guest count up until 48 hours prior to your event date, but you may not decrease. Your invoice total includes complete set up and break down, china, glassware, silverware, white linens and professional service staff.



CATERING GUIDELINES & POLICIES – page 2

DIETARY REQUESTS

- WestMichiganCaterer.com will make every effort to accommodate special dietary requirements. Please make arrangements for this during your initial planning.

FOOD & BEVERAGE POLICIES

- Food and beverage items not prepared or contracted by WestMichiganCaterer.com may not be served at your event unless pre-approved by management.
- WestMichiganCaterer.com will prepare food for the guaranteed guest count. Guests may not take leftover food from the premises, as bacteria can grow in food that is not properly chilled or heated through. WestMichiganCaterer.com is not responsible for any food removed from the premises at the conclusion of the event.
- WestMichiganCaterer.com will allow specialty cakes to be brought in from an outside source. A *Cake Cutting Fee* of \$1.25 per person will be applied to all service on cakes to be cut and served by WestMichiganCaterer.com. If we do not cut or serve your cake, you will not be required to pay the above fee, but will have to provide your own cake plates, forks, napkins, knife and server.
- When choosing two separate plated options for your guests, you must prepare visual markers for the servers to easily identify what each guest should receive. An additional \$1.00 per person will be added to the cost of the entrée.
- Due to market conditions, all food and beverage prices are subject to change. Menu prices will be guaranteed 60 days prior to your event.

BAR SERVICES

- BAJ Event Services can provide alcoholic beverage service for your event. Please call Bob Johnson at 616-291-0787 or bob@westmichigancaterer.com

ADDITIONAL FEES & CONSULTING SERVICES

- Our Event Planning Coordinators will be happy to provide complimentary services, arranging for Decorations, Specialty Linens, Chair Covers, Floral, Tables, Chairs, Tents, Photography Services, Audio Visual Equipment and Entertainment. Rental fees for these items will apply as required.
- Please review our “Dinner Menu” pricing page for a list of additional services and fees.