



## *Paradise Gourmet Catering*

### POLICIES AND PROCEDURES

#### Pricing

We reserve the right to change menus or pricing at any time. Pricing is not guaranteed until we have a signed contract.

#### Contracts

All contracts between the client and Paradise Gourmet Catering should be signed and executed no later than 30 days prior to each event.

Hawaii County Liquor Commission requires client's signature for us to process liquor licenses. Only after contract is signed do we consider the function confirmed.

#### Letter of Agreement

After revisions to the initial proposal, a signed Letter of Agreement may be required from client indicating client's commitment in hiring Paradise Gourmet Catering to cater the event. Seven (7) days after signing, a non refundable deposit of 10% of the estimated charges or 500.00 (whichever is greater) will be required.

#### Deposits

We require a 100% deposit on the TOTAL ESTIMATED COST at least 30 days prior to each event date. If we do not have a deposit within 30 days of event date, we cannot guarantee we can execute the function at the confirmed prices. See also "Letter of Agreement" and cancellation sections above.

#### Final Payment

All final payments must be made in full upon receipt of final billing. A credit card authorization form is required to secure the final balance until payment is received. Final balance would include the difference between the amount paid and any additional charges incurred on site the day of the event or after deposit is made.

Payments received after 30 days from function date will be charged interested at 1.5% compounded monthly

#### Cancellation Policy

In the event a function is cancelled after we have received a letter of agreement and/or a signed contract the following cancellation fees will apply.

0-30 days prior to function - 100% of total estimated charges  
31-60 days prior to function - 50% of total estimated charges  
Over 60 days prior to function - 10% of total estimated charges

Please note that we have no control over functions cancelled due to weather, acts of nature, force of God, war, etc and therefore cannot offer refunds. Fees for any special equipment or décor rented or purchased for any function that is not used per the client's request will not be refunded.



## Paradise Gourmet Catering

### Guarantees

Guest counts for services under contract with Paradise Gourmet and Client, including changes to original contract, are required to be faxed, phoned or emailed to our office no later than 72 hours within date and time of each event.

(Not including Saturdays, Sundays and Public Holidays)

At no time will the guest count be lower than 50% of the contracted count.

Furthermore, we cannot guarantee that guest counts higher than 5% can be accommodated if given to us less than 14 days prior to event, however, we will always make every effort to accommodate any change in guest count. If no guarantee is provided we will consider the contracted amount the guarantee.

We will overset and be prepared to serve 5% over the guarantee.

Maximum overset is 40 guests.

Guarantees plus or minus 5% of the original amount may require a new contract.

### Liquor License

Paradise Gourmet Catering will provide all necessary permits and liquor licenses that are required for each event. To obtain the liquor license we require a signed contract, and letter of authorization from the owner of the site *fourteen days* in advance of the function date. Without this, we will not be able to serve liquor at the function. All bars will be attended by our bar managers, with a State of Hawaii "Managers Certification Card." Liquor laws of the State of Hawaii will be observed.

The legal drinking age is 21.

Note: Liquor license applications require Paradise Gourmet Catering to list all entertainment, games & performers under the age of 18. If we are not notified of such entertainment prior to the application process, the liquor license could be revoked.

### Bars

Functions with Bars/Bartenders must generate at least 500.00 in revenue per Bar or a service fee will apply to bring the revenue to 500.00.

We do not participate in "Self Serve" Bars.

### Insurance

Paradise Gourmet Catering will provide required insurance for each event as required by individual location properties. Some properties may require that you provide an additional insurance indemnity.

Any additional insurance needs or requirements is the sole responsibility of the client.

### Overtime

Each function is three hours long unless noted otherwise on the contract. If the function extends beyond this time, we will charge overtime.

Late or early arrivals that extend the function past designated time set in the contract will be considered as overtime and charged accordingly. Equipment vendors, lighting technicians etc., may also charge for overtime.

### Service Charge and Tax

All food and beverage prices are subject to an 18% service charge. This is not an employee tip. Hawaii State Tax of 4.166% will be added to all food, beverage, labor, service charges and miscellaneous items.



## *Paradise Gourmet Catering*

### Buffets

Banquet buffets offer limited quantities of food. Food preparation is based on one serving per person. Additional servings may be purchased at appropriate prices. Minimum guaranteed amount for any buffet is 50 guests unless otherwise noted.

### Food Safety

Our primary concern is quality and safety of the food we serve. Our Chef and many of the cooks are certified by the ServSafe® training program.

Since food safety is contingent on proper temperatures during storage, preparation and service, and since we have no control of food once it leaves our control, we are unable to provide leftovers to clients should there be any.

### Meal Substitutions

It is our intention to accommodate any requests due to dietary restrictions.

These requests must be provided 72 hours prior to the function. Requests received within the 72-hour time period will be accommodated at an additional charge and above the guaranteed number of meals.

### Outside Food

Outside food is not permitted at our events. Please inquire if you are interested in bringing in a specialty wedding cake.

### Photography

We reserve the right to take photos at our events for promotional purposes. If you do not want photos taken, please advise us in advance.

### Tastings and Site Visits

Food Tastings (for up to four guests) at our location are complimentary for signed and deposited functions and \$200.00 for unconfirmed functions. This charge, however, will be applied towards the final payment.

One initial site visit in the proposal stage and one just prior to the event is included at no charge. Additional site visits or meetings as requested by client may be charged at 175.00 per hour including travel time to and from location.

### Low Guest Counts

Any function with a guarantee of less than 30 adult guests will be assessed an additional service fee of \$500.00. Children or discounted guests do not count toward this minimum guarantee.

### Damages

There is expected normal wear and tear on equipment such as tables, chairs, linens, flatware, glassware, etc. However, if damages occur to our equipment outside of normal wear and tear for any reason, replacement costs will occur.