

"GENERAL INFORMATION"



MINIMUMS: Packages are priced per person and are based on 100+ guest minimum. Events less than 99 guests will be charged an additional rate of \$5.00 per person.

DEPOSITS AND PAYMENTS: Following the initial 25% deposit, customers will be responsible for submitting payments for their event in accordance to the following guidelines:

- 1.0 Six Month or Mid-way prior to the event, a payment of 50% of the balance is due;
- 2.0 10 days prior to event, the final payment is due (unless payment is submitted in check, final guest count and payment must be provided 21 days prior to the event date)

We accept all types of payments from Cash, all major cards, checks & electronic deposits.

Credit Card Payments: A Credit Card Authorization Form must be filled in and sent back for every transaction charges

Checks: All Checks are accepted. For final payment, checks must be submitted with final guest count, 21 days prior to event date. (No guest count changes will be accepted after 21 days from event date, if payment is submitted in a personal or business check)

Cashiers Check, Money Orders or Checks: Please remit payment to Tiscareno's Catering & Events.

Electronic Deposits: We accept Zelle

GUEST COUNT AND CONTRACT CHANGES: You can change your guest numbers, tweak the menu items, or change from buffet to plated service all up until 10 days prior to your event. At 9 days or less, we can no longer make changes as we have pre-ordered everything we need for your event. However, last minute orders may be accommodated, but at a premium charge.

CANCELLATIONS / REFUND: Cancellation notices must be submitted in writing or in person. The initial 25% deposit is only refundable within 10 days from booking. Any additional payments will be refundable up to 50% if cancellation is submitted prior to six months from the event date. A \$45.00 per person food tasting cancellation fee will be held for all cancellations that are within the 10 days from booking if food tasting have been carried out.

Cancellations of up to 90 days prior to the event date will result in 50% forfeiture of all deposits.

Cancellations of up to 60 days prior to the event date will result in 100% forfeiture of all deposits.

PACKAGES & SERVICES: All prices are subject to change without notice and are guaranteed only at the time of booking when initial deposit is received. Customer will be responsible for honoring guarantees made at the time of booking including package selections and guest minimums. All quotes are only guaranteed within 30 days from Consultation date.

FOOD & BEVERAGE: Customer will select packages based on their individual catering needs and will be responsible for honoring minimum guest requirements of the chosen package selection. Please advise Tiscareno's Catering of any dietary restrictions **for Kosher, Vegan, Gluten-Free & Vegetarian** meals. Tiscareno's Catering will work with customer in selecting appropriate menu or will advise on available options to accommodate those needs.

FOOD TASTINGS: One complimentary tasting will be provided after booking for menu selection and will be subject to caterer availability. Customized Menu options are available upon request. Food tastings are set up for 4 guests only. If a tasting is requested prior to the booking, there will be a \$45.00-\$75.00 per person food tasting fee (depending on menu selections). If you like the services offered, your tasting fees will go towards the initial deposit to complete the \$25%.

FEES & COORDINATION SERVICE CHARGE: All items are subject to CA State Taxes (at the current rate at time of booking) and 20% Service Charge. The service charges apply if your event is staffed by Tiscareno's Event Staff, such as a full service event or when "ON-LOAN" service ware and equipment is used. The coordination service charge covers the additional expenses we incur in the planning and execution of a full service event such as: client consultations, administrative overhead, equipment preparation and maintenance, vehicle expenses and of course, the extra time we spend to make your event the best it can be. The coordination service charge will also cover for staff gratuities.