



Terms & Conditions

Please note the following services and fees:

Under no circumstances is staff permitted to allow the client to retain event leftovers due to quality control concerns. Leftovers will be disposed of properly by staff to further void the possibility of food borne illness. Flava Catering Dessert First appreciates your understanding and respect of this policy.

- * Minimum of 48 hours notice for all catered events. We encourage early bookings. (Please call ahead to check availability if less than 48 hours)
- * Delivery fees start at \$20.00 on all Buffets/Hors d'oeuvres in the Cleveland area. \$1.00 each additional mile from downtown Cleveland after the first \$20.00
- * \$7.00 Delivery fee on all a la carte items and desserts delivered in the Cleveland area.
- * \$15.00 serving fee per hour, per server to have server(s) on a buffet line or to serve during an event. No additional server fees for Drop.
- * Equipment rental fees may apply for Drop and Go items to maintain food temperature and quality. Hot items must maintain 140° or above and cold items must maintain 40° or below. All drop & go buffets are considered to be maximum of 2.5 hours from time of setup. Drop and Go Buffet service is \$50 per server for setup and break down
- * 18% Gratuity added for functions being delivered/served/setup by Flava Catering
- * \$100.00 Fee for Served/Buffer events groups less than 10 people. This requires 2 servers for 2.5 hours.
- * Accepted Forms of Payment: Cash, Check (payable to Flava Catering), American Express, Mastercard, Visa, Discover Square and Paypal. There is a \$30.00 NSF Fee for all returned checks and alternate form of payment will be expected.
- * Flava Catering can provide a coat check at \$10 per hour + any gratuities paid by attending guests



* All buffets include elegant plasticware. We are happy to rent china on your behalf at cost + 20%. Ask the sales rep for all the details.

* All catered events must be cancelled 14 business days prior to event date to avoid \$75.00 cancellation fee and cost of food. {50% is non-refundable as we have reserved your event on our calendar and turned others away as a result.}

* Full payment for any catering event must be received no later than 7 business days prior to event date or at placement of order if fewer than 7 days given. To reserve your date on our calendar a 50% non-refundable deposit must be made.

* Gift Certificates are non-refundable and not redeemable for cash.

* Always confirm your order/cancellation has been received by contacting 216-694-8383, sorry messages left ARE NOT confirmation. Please visit us at flavacatering@gmail.com
Miscellaneous

Bottled Water and Assorted Soft Drinks can be added to any buffet for an additional \$1.50 per person or \$3.00 for bottled juices or teas. Tea/Coffee service may be added to any buffet for an additional fee.

Fruit Punch, Lemonade or Ice Tea can be provided at \$7.00 per gallon.

Desserts can also be added to any buffet at list price, ask a sales representative for details or see enclosed menu.

Special child meals for ages 10 and younger can be provided for \$7.00 per child, talk with representatives to discuss varieties.

Flava Catering also caters to those with special meal requirements or dietary needs, please speak with your sales representative for further details.