



# ROCKMAN'S CATERING

## Policies & Guidelines For Weddings, Dinners & Large Groups

Thank you for choosing Rockman's Catering for your special event. The following policies and guidelines are designed to help you with the planning for your function.

### 1. Reservation Deposit and Payment:

- a. We require a non-refundable deposit of **\$500.00** to reserve the date for your event. *We will tentatively hold your date for you until we meet and for 10 days after you have received your initial quote. However, if someone else requests the same date before we meet, we will contact you first for your decision.* Your deposit will be applied to the final invoice. Should you cancel; the deposit is forfeited.
- b. Payment for all food and services is due in full **on or before the day** of the event unless credit arrangements have been made in advance. Menu prices are only guaranteed for 6 months from the date of your confirmation letter. However, if there is an increase at the time of your event, it will not exceed 5% of your original quote.
- c. A 3% discount will be applied to all invoices that are paid in full, with cash or a check only, on or before the day of the event. This discount does not apply to credit card payments.

### 2. Final Guest Count/Guarantee:

Your final guest count is due **2 weeks** prior to the date of the function. This number will be considered a guarantee, not subject to reduction, and the charges will be made accordingly. Increases in the final guest counts will be accommodated as our resources permit. Please remember that we need time to purchase, plan & prepare for your event!

### 3. Delivery, Staff Travel and Venue Assistance Fees:

Our standard delivery area is a 60-mile radius from our location. A delivery fee or staff travel fee may be applied for events outside the Plover/Stevens Point area on a case-by-case basis, depending upon the needs of the event. Our delivery fees are occasionally waived for larger events. Additionally, if you need special services such as: "flipping" rooms, removing tables/chairs, venues that necessitate our staff using stairs to reach kitchen or dining room facilities on different levels, or other special service needs, there will be additional fees charged.

### 4. Staffing Policies:

- a. We work hard to ensure that our food is fresh, hot and ready to serve at the scheduled times you have designated. Delays compromise food quality and increase our staffs scheduled work time. An additional fee of \$100.00/half hour will be added to the invoice for delays beyond the scheduled serving time.
- b. The dinner menu prices include all the staff necessary to provide prompt service of your meal. Occasionally, additional staff may be desired/required for extra services (passing appetizers, serving wine/champagne, etc.). If available on your date, we can provide you with the extra staff you'll want. The charge is **\$25.00/hour/staff person**.
- c. We also have licensed bartenders on staff. The charge for bartenders, if available, is **\$25.00/hour/bartender**.
- d. The total time charged for additional staff/bartenders will include the time to travel from our facility to your venue and back and any set-up/clean-up time required.

### 5. Food Tastings:

- a. We can certainly arrange a tasting with you for the food items you're planning on having us prepare. We request that you limit the number of total items to 4 to 6 only - entrees or sides. There will be a nominal fee of **\$10.00/item** to cover the cost of the food & our time.
- b. Additionally, since we don't operate as a restaurant, we will need to know ahead of time (minimally **7-10 days**) which items you would like to try and we'll have them waiting for you when you arrive. *We cannot guarantee availability of your requested items if notice is less than 10 days.* Please understand that although most items can be made in "single serving" batches; some cannot (ie. Prime Rib, & *especially many appetizers and desserts*) and are therefore unavailable.

## 6. Linens (Table covers, Napkins, Skirting):

a. The pricing of the dinner menus (*Buffet, Elegant Buffet, Large Group, Plated or Stations only*) includes the cloth table covers & napkins necessary to set the dining room; which include, when needed, the head table, gift table, cake/dessert table and registration/name card table. Any extra table covers or napkins requested will be charged at our normal rental fees (see rental fees below).

b. The table covers - included for events using our dinner menus listed above - are available in white, ivory and black. Napkins are available in a variety of colors – we have a swatch booklet at our facility for you to review.

c. Specialty linens are available (from alternate suppliers); however, these cost more for us to rent and there will be additional charges if you wish to order them. Please ask if interested.

d. Table Skirting is available for rent in white or ivory. For weddings we will provide, at no added charge, table skirting for the head table as needed. Additional skirting may be ordered, if available, at our normal rental fee of \$30/skirt. A limited number of floor length covers are available for rent in lieu of skirting.

e. You are welcome to pick-up the covers (or any specialty linens, if ordered) prior to your event. At the conclusion of our meal service, we will take whatever linens are no longer being used; however, you will be responsible for returning (within 2 or 3 days) any remaining table covers, napkins, or specialty linens, if ordered. Any tablecovers/napkins should be returned in the linen bags (we provide) and any skirting & clips must be returned in the containers/bins provided. You will receive written instructions at the time you pick up your linens.

f. Any lost or damaged table covers, skirts or clips will be invoiced to you at their replacement cost. Special order linens must be returned within 2 days or there will be an extra charge of **\$25.00/item**.

g. If you or your venue provide table covers and/or napkins, the menu price will be reduced accordingly.

## 7. Cake Service Fees:

a. Our staff will assist with your Wedding Cake as requested. To cover the cost of the staff time and cake tableware we charge a nominal fee for providing Wedding Cake service.

b. We'll cut & plate the cake, provide attractive plastic plates & forks and set the pieces on the dessert table – **\$45.00**.

c. If you need us to serve your cake to your guests at the dining tables; there will be an additional fee of **\$30.00**.

d. Real dessert tableware (dessert plates & forks) is available for an additional **\$1.00/guest**.

## 8. Styles of Dinner Service:

a. **Buffet** – all the food items will be set up on a buffet table; whenever possible we suggest having your guests be able to utilize both sides of the buffet (2 lines). For groups of **over 150 or more**, we normally suggest 2 buffets/4 lines to expedite the serving time. The beverages will be set up on a beverage station. Ice water will be placed on the dining tables. The tables are typically set with the flatware and napkins, the plates are set on the buffet and the drink glassware is on the beverage station. Individual pre-set salads are available at an additional cost of **.50/person**.

\*\*For weddings, if requested, we will serve the Head Table with family-style service at no charge. If you would like additional tables served family-style there will be an additional **\$25.00/table** fee charged.

b. **Family-style** – all the food items will be brought to the tables on platters or bowls and the guests will “pass” the food around (like at a family dinner – hence the name!). Beverages will be set up at a beverage station. Salads will be served family style. Individual pre-set salads are available for an additional **.50/person**. All tableware is set on the dining tables.

c. **Plated** – each guest will receive a plated meal, served to them like in a restaurant. Salad will be served first, followed by the dinner. Dessert, if ordered through us, will be served once the dinner plates are cleared. Beverages are served at the tables. Oftentimes guests are given a limited choice of entrées (2 or 3) prior to the event – when the final guest count is due, the total number of each entrée is also required. It's the responsibility of the host to provide a clear and simple way for us to determine who ordered which meal at least two- three days in advance. This is typically done with some sort of name place-card and/or seating chart.

d. **Stations** – a variety of different food stations (typically 3 or 4) are set up around the room and your guests are welcome to visit all the food stations throughout the course of the dinner service. Normally the various food stations are “themed” and each will feature small portions of a variety of items. The tableware is usually set out on each of the stations. Beverages will be set up at a beverage station. Individual pre-set salads are available at an additional **.50/person**.

## 9. Leftover Food:

a. Where allowed (some venues forbid this) any food that we consider safe for reuse or re-heating and has not been set out on the dining tables will be packaged up for you to take home. We'll provide disposable to-go containers.

b. We cannot take any responsibility for the safety of the leftovers once they're out of our control; however, we strongly recommend that you refrigerate them promptly to avoid the possibility of spoilage. Please ask the lead kitchen worker at your event if you have any questions.

## **10. Rentals; Equipment & Dishes:**

Although all our standard dinner menus are priced to include the linens, dishes & equipment needed to serve the meal, occasionally additional equipment or dishes may be needed or desired. There are also circumstances where you may need to rent dishes/equipment only. We are not actually a rental company (though we do own a lot of our own dishes and equipment); however, we will help out whenever we can. Here's a list of the items we're typically asked if we rent. We'll need to check the availability of the individual items before we promise you something.

~ **Table covers** - \$6.00/each

~ **Napkins** - \$.40each

~ **Table Skirting** - \$30.00/table

~ **Wine Glasses/Champagne Flutes** - \$.50/each

~ **Bar Glassware (we have a limited supply)** - \$.75/each

~ **Tableware or Place-settings** – we frequently aren't able to provide this since we typically need to use it ourselves, but it doesn't hurt to ask! If we're not using it; we can negotiate the rental price (& it will cost more if you bring them back dirty).

~ **Tents, Tables, Chairs & Chair Covers** – we don't own any of these items but we can point you in the right direction.

~ **Centerpieces, Chocolate Fountains, Punch Fountains** - we don't own any of these either.

Thanks for taking the time to read through all of this.

We hope it helped answer many of your questions. If you need anything else, don't hesitate to ask.

We look forward to working with you on your special event!