

## **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 \$100.00 to reserve the date for your event. 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 the day of the event unless credit arrangements have been made in advance.
- c. A 3% discount will be applied to all invoices that are paid in full, with cash or a check, 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 1 week 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 count will be accommodated as our resources permit.

#### **3. Delivery Fees:**

Our regular delivery fees are typically waived for larger events. A delivery fee may be added for special circumstances (extra staffing required, delivery outside our normal 60-mile radius, smaller orders, etc.).

#### **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 unnecessary 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 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 \$15.00/hour/staff.
- c. We also have licensed bartenders on staff. The charge for bartenders, if available, is \$17.00/hour/each.
- 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. Linens (Tablecovers, Napkins, Skirting):**

- a. The pricing of the dinner menus include the cloth tablecovers & napkins necessary to set the dining room; including (when needed) the head table, gift table, cake/dessert table and registration/name card table. Any extra tablecovers or napkins requested will be charged at our normal rental fees (see rental fees below).
- b. The tablecovers are available in white or ivory and the napkins come in a variety of colors – we have a swatch booklet at our facility for you to review. Additional colors 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.
- c. Table Skirting is available in white or ivory. For weddings we will provide, at no added charge, table skirting for the head table & gift table as needed. Additional skirting may be ordered, if available, at our normal rental fee. As with the covers; more colors are available for skirting at an added charge.
- d. You're welcome to pick-up the covers (and skirting if needed) 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 tablecovers, napkins or skirting. The skirting will need to be returned on the hangars provided along with all the skirting clips. The covers can be returned loose or in a bag or box.
- e. Any lost or damaged tablecovers, 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.

#### **6. Cake Service Fees:**

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.

We will cut & plate the cake, provide white plastic plates & forks and set the pieces on the dessert table – \$45.00.

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

Real dessert tableware (dessert plates & forks) is available for an additional \$.25/guest.

## 7. 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 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.

\*\*For weddings, if requested, we will serve the Head table and 1 or 2 Family tables family-style at no charge. If you would like additional tables served family-style there will be a \$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 served at the dining tables and if a garden-type salad is ordered, this will be pre-set & served individually at the beginning of the meal. All the 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, 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 given. It’s the responsibility of the host provide a way for us to determine who ordered which meal in advance. This is typically done with some sort of name place-card.

**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 for the stations is usually set out on each of the stations.

## 8. Leftover Food:

Where allowed (some venues forbid this) any food that we consider safe for reuse or re-heating will be packaged up for you to take home. 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.

## 9. Food Tastings:

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 item to 4 or 5 only. If you’ve already booked with us – there is no charge for the tasting. If you wish to do a tasting prior to booking our services – there’ll be a nominal fee of \$5.00/item to cover the cost of the food & our time. If you subsequently book with us; this fee will be deducted from your final invoice.

Additionally, since we don’t operate as a restaurant, we will need to know ahead of time (minimally 3 days) which items you would like to try and we’ll have them waiting for you when you arrive. Please understand that although most items can be made in “single serving” batches; some cannot (ie. Prime Rib) and are therefore unavailable.

## 10. Rentals; Equipment & Dishes:

Although all the 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.

~ **Tablecovers** - \$5.00/each

~ **Napkins** - \$.35/each

~ **Table Skirting** - \$25.00/table

~ **Wine Glasses/Champagne Flutes** - \$.35/each

~ **Bar Glassware (we have a limited supply)** - \$.45/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!