

SoulBites, L.L.C Catering Policies

Order Minimum

The minimum spend required when ordering for table setup or full service catering is \$1500. All food, beverage, and add-on costs apply towards your required minimum spend. Sales tax, service charges, staffing fees, delivery and setup fees are additional.

Cancellation/Modifications

We understand that circumstances may change, and you may need to cancel or modify your catering order. If you need to cancel your catering order, please notify us at least two weeks (14 days) before the scheduled event to receive a full refund.

Cancellations made within one week (7 days) before the scheduled event will receive a 50% refund. Cancellations made within 72 hours, will be subject to the full amount being charged. All cancellations must be made in writing prior to the scheduled event.

You may modify your catering order up to two weeks (14 days) before the scheduled event. Modifications made may be subject to availability and additional charges.

Final Guest Count

Food, beverage and add-on item charges based on guest count will be based on the Client's final guarantee. Final guest counts are due no later than two weeks (14 days) before the date of the event. If no final guest count is received, we will use the number of guests used in the signed proposal. Any changes made after this deadline may result in additional charges or limitations due to inventory and preparation constraints.

Staffing

If you require our staff to provide serving services at your event, we offer this option for an additional cost. Please inform us in advance so that we can make the necessary arrangements and provide you with a quote based on your specific requirements.

To secure their availability, we request that you confirm the number of staff required at least two weeks (14 days) before the event. Changes or reductions in staffing requirements made within one week (7 days) of the event may incur a 50% staffing fee. Our staff will be dressed in black attire unless given a specific attire request, which may incur an additional cost.

Delivery

We offer efficient delivery services within the New York City and Tri-State Area. Delivery charges are based on distance and the size of the order. To ensure smooth delivery, please provide accurate delivery instructions and contact information. If you need to make any changes to the delivery address or time, please notify us at least 48 hours in advance. Changes made within 48 hours of the delivery may incur additional charges.

Delivery charges may vary based on the distance from our kitchen to the event venue; The fee may also consider factors such as order size, staff required for delivery, and any additional services requested (e.g., setup, on-site support).

For large-scale events with complex logistics, such as corporate conferences, additional charges may apply to cover setup, breakdown, and staffing requirements. These charges will be discussed and agreed upon during the planning process.

Food Substitutions

We understand that supply chain issues can occasionally impact the availability of certain ingredients. Before implementing any substitutions, we will work closely with you to find alternative options that align with your preferences and dietary requirements. If any substitutions result in changes to the overall cost of the catering order, we will provide detailed information regarding the adjusted pricing and only apply additional charges if the substituted ingredients incur higher costs.

Please note that our food substitution policy is subject to the availability of suitable alternatives in the market. We appreciate your understanding and cooperation in such situations, as we strive to deliver the best possible culinary experience for your event.

Force Majeure

In the event of unforeseen circumstances such as natural disasters, extreme weather conditions, or other force majeure events, either party may cancel the catering agreement without penalty. Both the client and the catering provider will make reasonable efforts to reschedule the event if possible.

Final Payment

Final payment can be made by cash, check and payable to SoulBites, L.L.C, bank transfer (ACH), CashApp and/or Zelle. Clients will be billed for the balance and the invoice amount is due prior to the event start. An additional processing fee of 3% may apply depending on the chosen payment method. If you prefer to split your catering payment into multiple installments, we can work with you to create a customized payment plan. Failure to make timely payments or fulfill the payment obligations may result in the cancellation of your order.

As a catering service provider operating in the New York City and Tri-State Area, we are required by law to collect and remit sales tax on all taxable goods and services. Therefore, please note that a sales tax charge of 8.875% will be applied to your order.

Note: The aforementioned policies serve as general guidelines and can be tailored to suit individual needs and preferences. It is recommended to consult with us for a detailed and personalized final proposal.