

## **Catering Guidelines**

Our team of catering professionals is available to assist you with planning every aspect of your event. Should you desire a customized menu for your event, we will be happy to meet with you to create a unique menu.

Please contact us to make an appointment to create your perfect event.

Phone Number: 866-796-8363

Email: [Catering.USA@itsinreach.com](mailto:Catering.USA@itsinreach.com)

Sincerely,  
Your InReach Catering Team

### **Catering Orders**

To serve you in the best possible manner, please book catering two (2) business days in advance. Delivery dates and times may be limited based on availability. If you have a last-minute request, please call the catering team at 866-796-8363 so we can make every effort to accommodate it. Prices do not include applicable taxes, and fees, separately stated delivery and service fees, or other related surcharges. Services include drop and go (delivery) service, or full-service catering and event.

### **Changing or Canceling an Event**

All cancellations or changes must take place at least three (3) business days before your function. If you do not contact us with a final count within the three (3) business days allowed, we will prepare for the estimated number and charge accordingly. Charges paid for completed orders are final and non-refundable. InReach has no obligation to provide refunds or credits but may grant them at our sole discretion. Refunds, if any, of amounts paid for cancelled orders will be identified at the time of cancellation.

### **Substitutions**

We reserve the right to vary menu selections when necessary to meet market conditions.

### **Minimums**

Minimum item quantities and/or order amounts may apply. Any applicable fees or other related surcharges due in connection with your order will be identified on the checkout screen before you place your order.

**Payment**

All catered functions must be secured by payment before they occur. Payment types include Visa, MasterCard, American Express through the website at InReach Catering (<https://api.getspoonfed.com/1539c/sodexo-inreach/>). There will be an applicable 8.50% local sales tax added to all nonexempt customers. Organizations with tax exempt status will be required to submit a copy of their exemption certificate four (4) business days prior to their event date.

**Delivery Fees**

All orders are subject to a \$35 delivery charge.

**Service Staff**

To ensure that your event is a success, a dedicated catering attendant will be added for any event with parties larger than 50 attendees and all special events to include receptions, plated service, and buffets. A dedicated attendant will be an additional charge of \$35.00 per hour, per server, with minimum of four (4) hours.

Late afternoon, evening, and weekend functions will have an additional labor charge at \$35.00 per hour, with a minimum of four (4) hours. Additional staffing may be deemed necessary by catering management.

**Event and Rental Services**

We will be happy to order, receive, and handle all event arrangements for you. This can include décor, floral, rentals, entertainment, transportation, and any other service request needed for your event. There is an additional fee that will be determined in accordance with your specific order. Please contact us for additional information.

**Linens and Skirting**

If you would like linen to be placed on tables there will be a \$10.00 fee for tabletop linen. Floor length linens are also available to rent for an additional cost to be determined by the selection.

**Catering Supplies and Equipment**

As the host of the catered event, you are responsible for the supplies and equipment we have provided for the service of your catered event. Any missing or damaged non-disposable catering equipment, supplies, or utensils will be charged to your account at replacement cost.

**Drop & Go Service**

Our professional Catering staff will deliver your order when you want it and to the location requested, the rest is up to you. All the service utensils and containers are disposable. InReach takes great care to always provide quality, safe food to our customers. To ensure the quality and safety of foods we recommend consumption within 4 hours after InReach relinquishes possession of the delivered foods. Any items not consumed during the 4-hour time period must be disposed of. Once InReach relinquishes possession of the food, we are no longer responsible for food quality or food safety.

**Liability & Damages**

InReach shall not assume any responsibility for damages or loss of any merchandise, property or articles left on the premises prior to, during and/or after the Customer's event. Customer is solely responsible for any damages to the venue, InReach's property, its employees, guest's property, property of unintended third parties and the property and employees of all vendors contracted by InReach or Customer in direct or indirect relation to the event. Customer indemnifies and holds InReach harmless for any such damage incurred. Customer assumes sole responsibility for all actions of Customer, its invited guests or independent contractors hired by or on behalf of Customer. Customer indemnifies and holds InReach harmless for any damages incurred as a result of such actions whether by or to Customer, any guests or independent contractors hired by or on behalf of Customer. Said indemnification shall cover any injuries or damages incurred by Customer, its invited guests, independent contractors hired by or on behalf of Customer, vendors, vendor employees or any other third parties.

InReach is not liable for any damages in the event of event cancellation, cancellation of any vendor or independent contractor, any acts or omission thereof on third parties and force majeure.