

## 10tation Event Catering Policies

### Full Service Events

As a full service caterer we can help you with anything including staff, décor, linens, rentals, venue, equipment, floral and more. We can custom build you an event based solely on your needs and wants. We pride ourselves on our ability to create and customize whatever it is our clients need. 10tation has become the exclusive caterer for such upscale venues as The Four Seasons Centre, The Toronto Botanical Gardens, MaRS Discovery District. We are also on the preferred caterer list for venues like The Carlu, The Distillery District, The Richmond and many more. Please speak to your coordinator about finding the venue that is perfect for you.

### Menu

Here at 10tation we believe that anything can be done. We will work with you to customize your menu to your specific needs. Please don't hesitate to inquire about items that may not appear in our menu. We will do our best to accommodate you.

### Ordering

Of course all orders made in advance are much appreciated, however we do require that drop off orders are placed by noon the day prior to your event. 10tation has a \$100 minimum for all food orders.

### Delivery and Set-Up

10tation Event Catering delivers to all the surrounding GTA. All orders are subject to a delivery charge that can be discussed with your event coordinator. Please discuss with your coordinator and special set-up needs that you may have.

### Cancellation Policy

We always do our best to accommodate your cancellations, as we realize that certain things are unavoidable, however for drop off orders we require a 24 hour notice of cancellation and for events we require a 48 hour notice of cancellation. If the cancellation is not given within the allotted time period this will result in a 100% charge to the client. Please speak with your coordinator for more details.

### Billing and Payments

We accept payments made on VISA and MasterCard up to \$3000.00 per client per event. Any amount due after the initial \$3000.00 must be paid by cheque. We do require a 50% deposit upon signing confirmation of your event and 100% of payment the day prior to your event. Corporate Accounts are only available with prior approval from our accounting department. Please speak to your coordinator for more details.

### Rentals etc...

10tation Event Catering works with a specific group of offsite suppliers. We have a fantastic working relationship with all of our suppliers and we will be happy to help you with any of your needs. Pricing varies depending on the event. Please speak to your coordinator for more details.

### Service Personnel

Here at 10tation we work with a fantastic group of chefs, supervisors, wait staff, and bartenders. Please speak to your coordinator about your specific needs and we will be pleased to accommodate you.