



DELECTABLES by Holly

the catering destination for higher expectations

CATERING

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Breakfast & Dinner Delivery Policies

General Guidelines: In order to manage our business in an efficient and profitable manner, it is necessary to require minimum orders for delivery of breakfast, and dinners, as detailed below. If your catering needs do not meet our minimum requirements, you are welcome to pick up your order. Please ask your representative for details. Our office (telephone) hours are Monday – Friday 8:00 am. to 4:45 pm.

Payment Policy: Payment in full is due at the time of delivery unless you have set up an account or make other arrangements with a Delectables by holly representative. We accept payment by credit card prior to delivery. Call your representative for information regarding payment policies and eligibility requirements for setting up a customer account.

Cancellation Policy: All orders are final 24 hours prior to event. All cancellations, postponements, and changes to orders **must** be received by 10:00 am. the day prior to the event. IN THE EVENT OF INCLEMENT WEATHER, A CANCELLATION FEE WILL BE ASSESSED AFTER EVALUATION OF CIRCUMSTANCES.

Breakfast: Twenty person minimum for delivery. Payment and cancellation policy as noted above. Disposable plates, napkins, cups, utensils and serving pieces are furnished with each order. **Delivery/Set Up/Pick-Up Charges \$25.00 and up.** Very early breakfast deliveries may be charged more based on circumstances. Equipment for breakfast will be picked up beginning at 9:30 AM. You are welcome to keep all leftovers provided you are handling the food safely by refrigerating food items in a timely manner. **FOOD MUST BE PACKED PRIOR TO OUR PICK UP, IF YOU WANT TO KEEP IT.** Delectables

by Holly's delivery and pick up personnel are not responsible for packing up food and have been instructed by Holly not to do so. This must be done prior to our arrival and all dishes must be ready to go when we arrive to pick them up.

Hot Dinners: Twenty person minimum for delivery. All requirements as noted above for breakfast. Equipment will be picked up the next business day. Dinner deliveries after 5:00 pm (our normal business hours) will be charged a higher delivery fee. Please ask your representative.

Sunday Policy: We are normally closed for business on Sunday so that our associates can have a much needed day off. We will however consider your Sunday needs if you meet our required food minimum of \$695.00 excluding sales tax, service/labor and rentals.

New Customer Referral – In gratitude to our many valued customers who send us referrals, we are now offering a **referral incentive**. For each new customer you refer, you will receive a **5% discount coupon, on your next order, after an initial order has been placed by the new customer**. You may use this discount coupon when you place your next order (one coupon per order). Please be sure to tell new customers to mention your name so you will be eligible to receive this money-saving incentive!

"Instead of Flowers" – Please ask us about our Dinner Delivery Program for 4 or more people.

"Gourmet To Go Menu" – Please call your representative and ask for information on our new **"Gourmet To Go Menu"**.

Specials – We have many new and exciting programs available. Please ask us about **Easter, Memorial Day, Tailgate Picnics, Thanksgiving, "No Stress Take-Out Express"** and **Holiday Specials**. Please call us for details.

Thank you – It Is A Pleasure Doing Business With You!