



Policies and Procedures

La Tropicale Café and Catering are proud to provide the highest quality catering services to our clients. We have developed the following procedures that enable us to respond successfully to your catering needs.

.booking.

The first step in planning a successful catering event is to book as early as possible. Please contact one of our Catering Specialists to secure the date of your event. We will be happy to assist you in ensuring that necessary arrangements and modifications are made to accommodate you and your guests. If booking an event with less than five (5) business days' notice, please be advised that a fee of \$75.00 is charged. This fee is necessary to time constraints in ordering and staffing.

.billing.

Upon receipt of the event's approved contract, customers are required to make a deposit of 50% on the estimated bill. The balance is due within seven (7) business days prior to the event.

.leftovers.

For the health and safety of our clients and their guests, all non-consumed food items will be deemed the property of La Tropicale Catering.

.cancellations.

All contractors of the catering service have a three (3) day cancellation policy. Any request for refund on the deposit within three (3) business days after contract signing is subject to a 25% cancellation fee. 50% of the deposit will be refunded if there is a request for refund that was made more than thirty (30) days prior to the event. However, if a cancellation request is made LESS than thirty (30) days prior to the event there will be no refund.