

Catering Policies & Procedures

Ordering Policies

- 24 hour notice on all standard catering orders.
- Special functions require a minimum of 72 hours advance notice.
- Orders may be customized upon request.
- Outside food orders require a minimum of 48 hours advance notice.
- Weekend orders must be placed by 3:00 PM on Friday. Once requested and confirmed orders cannot be cancelled.
- Kosher food orders must be placed by 4:00 PM on the day prior to the event.
- Orders for Monday events/services must be placed by noon on the previous Friday.

Cancellation Policy

- Cold breakfast orders must be cancelled or changed before 3:00 PM on the day prior to the event.
- Hot breakfast orders must be cancelled or changed before 4:00 PM on the day prior to the event.
- Cold lunch orders must be cancelled or changed no later than 7:00 AM on the day of the event.
- Hot lunch orders must be cancelled or changed before 4:00 PM on the day prior to the event.
- Kosher food orders other than breakfast orders must be cancelled or changed no later than 7:00 AM on the day of the event.
- Outside food orders including kosher breakfasts must be cancelled or changed no later than 4:00 PM on the day prior to the event.
- Any food orders for more than 25 people or special menus must be cancelled at least 24 hours prior to the meeting.
- Orders cancelled after the designated cutoff times above will be charged based on the menu items already in production at the time of the cancellation.
- Any additional staff that were specifically requested for an event must be cancelled at least 24 hours prior to the meeting.

Last Minute Orders

Last minute orders will be filled based on the availability of product in-house at the time of the request. Delivery times will be determined by the availability of staff and by the orders previously scheduled for the time requested.