

Devil's Lunchbox Catering Policies Q2/2008

Please send us an Outlook invite or an email (coffee.bar@wk.com) containing the following information:

1. What are we calling your event.
2. Responsible party's name, extension, and cell.
3. Type of event:
Breakfast Apps
Lunch Snack
Dinner Dessert and coffee
Happy Hour
4. Event date, day, and time (starting and clean up)
5. Specific location of event (name your conference room)
6. Estimated number of guests
7. Estimated number of vegetarians, vegans, lactose or gluten intolerants
8. Ideal budget per person

GUEST COUNT

The final guaranteed number of guests must be specified by 12pm; two business days prior to the function. Once received, the head count may not be reduced. Final billing will be based on the guarantee or the actual number of guests, whichever is greater. In the event that the guarantee is not received, final billing will be based on the initial estimate or the actual number of guests, whichever is greater.

There is no minimum guest count required on your catering order.

MENU CHANGES

Menu selections can be changed if requests are made by 12pm; three business days prior to the function.

ORDERING:

For best possible service and assurance that we will be available for your important client meetings and events, orders placed 7 business days ahead would be ideal. Especially on events of 20 peeps or more.

Devil's Lunchbox prepares all food to order and therefore require three (3) business days' notice to accommodate your event before rush charges may be incurred. Send us an Outlook invite to further facilitate the calendaring. Even if you are not sure of your final guest count, we can help you figure out a menu and guarantee the date.

We'll draw up a draft menu, including the estimated cost, for you to look over and provide any revisions you would like to see. Service starts at 8 am and can be available later than 5 pm with ample notice.

Our event calendar extends one year in advance, so we are able to book your routine meetings with plenty of heads-up. Please see our catering menus for ideas on your very own party.

Our unexpected growth and popularity has made the updating of different and exciting catering menu options a touch tricky. Please stick with us while we refine and revise to meet these unexpected business developments.

If something that's not on our catering menu sounds good to you, speak up. We'll be happy to make whatever you like, budget willing.

LAST-MINUTENESS

We understand that last-minute emergencies do arise and we will try to accommodate your event should Devil's Lunchbox have available staff to prepare and deliver to your last-minute meeting or event. While we strive to handle every event for our customers, we are sometimes forced to decline last minute catering requests that jeopardize the timely and safe delivery of prior booked events. As such, a 25% rush fee will be included in your bottom line in 72-hour-or-less-notice situations we're able to accommodate.

CANCELLATIONS

Although we hope that the need will not arise, cancellations 72 hours prior to the event will generally not incur a consolation charge, unless we have purchased unique food or supplies for your function. Large-scale events may require a contract extending the minimum notice to 5 business days notice for event cancellation and a 50% deposit due three days prior to the function.

Events cancelled **up to** 24 hours prior to the event will be levied a consolation fee of **no more than 50%** of the estimated proposal total.

Events cancelled **fewer** than 24 hours before the event will be assessed a tax of **no less than 50%** of the estimated proposal total.

PAYMENT

Agency clients may pass their invoices to their friendly, local accounting representative, as opposed to taxing your plastic with a delicious, catered Devil's Lunchbox luncheon or breakfast for your workmates and clients. Can't do that most places.

A 20% service fee is included on all catering invoices for assembly, delivery, pick up, and clean up.

For our agency vendor, client, and visitor friends, a 50% deposit is necessary to confirm the catering contract. The balance is due three business days prior to the function. Any adjustments are payable upon conclusion of the event. We accept cash money, corporate checks, amex, visa, and mastercard. In exchange for a pretty invoice, full payment is due at the time of service.

GUARANTEE

If for any reason your are dissatisfied with your catering/foodstuffs, we will go back in time and fix our mistake, or see to it that you are compensated appropriately, but only after we apologize like crazy people and beg your forgiveness. See Nikki or Dana with your damage.

All policies are subject to change without notice.

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