

TERMS & CONDITIONS

DEPOSITS

A non-refundable deposit will be required to guarantee your booking with Uptown Chefs.

MENU SELECTION & FINAL EVENT DETAILS

All menu items selected and final event details such as timing, set up, linens, etc. must be in place no later than 14 days prior to event.

BANQUET EVENT ORDERS (BEO'S)

Once final menu and details are agreed upon, your Event Coordinator will provide you with a finalized BEO. It is your responsibility to review this form carefully to ensure accuracy of all details of your event as this is what our Catering Staff and Chefs will follow for instructions. If you see any errors or discrepancies on this document, please advise your Catering Coordinator immediately.

GUARANTEED NUMBERS

Uptown Chefs requires an approximate guest count 30 days prior to the event date. Minimum Guarantees: The Group shall provide Uptown Chefs with the guaranteed number of attendees for each meal by 12 noon on that day which is seven (7) business days prior to each day of the Function. A final guarantee is required 48 hours prior to the event. If the guarantee is not received on time, Uptown Chefs reserves the right to prepare and charge for the original number contracted or the actual number of guests, whichever is greater. Guarantees for Monday or Tuesday events will be required by the Friday prior. Uptown Chefs will prepare 5% above the guaranteed number. Should the number of guests attending the function differ from the original contract, Uptown Chefs reserves the right to provide an alternate function room.

PAYMENTS FOR EVENTS

All event charges are subject to 5% GST and 18% Service Charge. All events require a Credit Card Authorization for deposit and final payment in advance unless a direct billing account is in place for your company or organization. If direct billing has been arranged and approved, an invoice will be prepared and emailed the first business day following your event and is due upon receipt. If the invoice is to be directed to someone other than the booking contact, please advise us of this prior to event. If direct billing has been approved, and the event is subsequently cancelled, the required deposit will be invoiced according to the direct billing instructions. All weddings and private social events are to be paid in full 3 business days prior to the event date.

ATTRITION & CANCELLATION

An estimated number of Attendees must be provided to Uptown Chefs 30 days prior to each function, after which time Uptown Chefs will allow a maximum attrition of 20%. Should the numbers be reduced by more than 20%, a charge of 50% of the estimated food and beverage will apply on the difference. Cancellation of a confirmed event less than 30 days prior to the start date will result in a cancellation charge of 100% of the total charges. Cancellations must be received in writing.

ALLERGIES

In the event that any guest in your group has food allergies, the client shall provide Uptown Chefs, in writing, the details including names and nature of their allergies no less than 72 hours in advance. We undertake to provide, upon request, full information on the ingredients of any items served to your group.

SECURITY (APPLICABLE TO ONSITE EVENTS ONLY)

Uptown Chefs reserves the right to retain security for any event for persons over the age of 19 years. The cost of security will be added to the event invoice.

SOCAN & RE: SOUND (APPLICABLE TO ONSITE EVENTS ONLY)

The Society of Composers, Authors, and Music Publishers of Canada has a license fee for each event held where music is played, live or recorded. Re:Sound has a license fee for each event held where recorded music is played. All Socan/Re:Sound fees are charged based on the function room of the event. Your Event Coordinator can provide you with detailed pricing information pertaining to Socan/Re:Sound Fees.

SIGNAGE (APPLICABLE TO ONSITE EVENTS ONLY)

Your signage may only be displayed directly outside your designated meeting room. Uptown Chefs reserves the right to remove any signage that is not prepared in a professional manner.

GUEST PACKAGES & BOXES (APPLICABLE TO ONSITE EVENTS ONLY)

Due to limited storage on the property, we can only accept shipments 2 days prior to your event. Arrangements for leftover boxes must be made prior to your departure. Uptown Chefs is not responsible for damage to, or loss of, any articles left on the premises during or following and event. All deliveries must be properly labeled. Deliveries must be made to the receiving /loading dock of Uptown Chefs. Uptown Chefs will not accept deliveries at the front door. A service charge of \$5⁰⁰ per piece will be levied on arrival and departure. Uptown Chefs will not be responsible for exhibits, displays and products locked in a function room. Uptown Chefs will not receive or sign for C.O.D. shipments.

SERVICE CHARGE & TAXES

Service charges are subject to change without notice. Taxes are applicable as follows:

Room, Food, Beverages	18% service charge & 5% GST
Audio Visual Fees	18% service charge, 5% GST, 7% PST
Labor Charges	5% GST
Additional Banquet Labor	\$30 ⁰⁰ per hour minimum 3 hours per server +5% GST
Offsite Catering Fee	15% service charge