



PROCEDURES & POLICIES

GUEST COUNT

It is the client's responsibility to contact the High Point sales representative at **(301) 428-0650** with the final minimum guaranteed guest count ten (10) days prior to the scheduled event date. Based on availability, only additions to that guest count may be made up until three (3) days, before the event and may be subjected to an additional charge.

ENTERTAINMENT/RENTALS

Entertainment and Rental bookings must be confirmed no later than thirty (30) days prior to the scheduled event to guarantee availability. Bookings made less than thirty (30) days prior to the event may be subject to change and/or accrue additional charges. Cancellations made to entertainment within thirty (30) days of the event are subject to a partial fee for the canceled item. Cancellations made to entertainment within ten (10) days of the event are subject to the full fees for the canceled item.

PRICES

Menu prices are per person (unless otherwise noted). Service charge includes services by our professional, experienced event staff, as well as disposable plates, cups, utensils, napkins, coverings for serving tables, and all equipment required for serving and cooking. Cleaning and disposing of the trash, used in food prep, are included in the service charge as well. Prices and menu items are subject to change without notice.

DEPOSIT

An initial deposit is required to secure our services and the event date. The date will be reserved only after receipt of the initial deposit and the executed copy of the Event Proposal. The deposit must be paid within fourteen (14) days of receiving the initial proposal (unless other arrangements have been made between the client and High Point Events). Additional deposits may be requested along with the confirmation of menu, rental and entertainment selections. The deposit(s) will be deducted from the final invoice. The deposit is non-refundable if the event is canceled less than thirty (30) days before the event date.

INVOICES

Upon receipt of your final guest count, High Point Catering will submit a final invoice to the client. Payment in full is due two (2) days prior to the event date. In special instances, payment terms may be modified with prior written approval from High Point Catering. Any adjustments to the invoice must be settled within fourteen (14) days after the completion of the event. Interest will accrue at 1.5% per month on any balance that remains unpaid fifteen (15) days after the date of the invoice. The customer agrees to reimburse High Point Catering for all costs it may incur in collecting any amounts due, including reasonable attorney's fees.

Continued on next page



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TAXES

Tax-exempt clients must provide a copy of tax exempt certificate and number in advance. Appropriate sales tax will be added to all proposals and invoices (6% in Maryland, 6% in Virginia, 10% in Washington, DC). Entertainment and amusements (moon bounces, dunk tanks, paint ball, etc.) in Maryland are subject to a 7% Admissions and Amusements Tax, which is excluded from tax exempt status. Per Maryland state law, a 9% alcohol tax will be added to all alcohol sales.

PAYMENT METHODS

Checks should be made payable to High Point Catering; Corporate and personal checks are welcome. Visa, MasterCard, American Express, and Discover Card are accepted and will be subjected to a 3% service charge. Corporate accounts may be established upon consultation with your High Point sales representative.

Mail checks to:

P.O. Box 178, Clarksburg, MD 20871

CANCELLATION POLICY

- Events canceled within ninety (90) days of the event date, deposit(s) are non-refundable.
- Events canceled within thirty (30) days of the event date, deposit(s) and any additional payments required are non-refundable. In addition, 35% of the remaining final invoice amount may be assessed.
- Events canceled within fourteen (14) days of the event date, any deposit(s) are non-refundable. In addition, 50% of the remaining final invoice amount may be assessed.
- Cancellations made to entertainment within thirty (30) days of the event are subject to a partial fee for the canceled item.
- Cancellations made to entertainment within ten (10) days of the event are subject to the full fees for the canceled item. The partial or full fee is expected to be paid in full within fifteen (15) days of cancellation.

CLIENT RESPONSIBILITIES

- To secure your date, sign & date the Event Proposal and return it to your High Point sales representative within two (2) weeks of the sent date along with your deposit. This will secure your date and our services. Menu items can still be modified.
- Verify all entertainment and rentals thirty (30) days prior to the event.
- Have your minimum guaranteed guest count number ready. A High Point representative will contact you to confirm this number along with finalizing your event details.
- Contact a High Point representative as soon as possible if there is any cancellations or drastic changes to the proposal.