

Policies

Thank you for your interest in our catering services. We look forward to being a part of your event. The following information will be helpful in planning your function.

All caterings must be placed with a valid Credit Card on file. No catering will be accepted without a guarantee of payment. The credit card on file does not have to be used to pay for the catering it can be paid with a different card or in the café with cash when possible.

To serve you in the best possible manner, please allow for 24-48 hour notice for any catered function to guarantee your specific order and time.

Every effort will be made to accommodate your last minute requests.

Flowers, linen, and china service are available by request and will incur additional charges (quoted for each event).

Our regular catering hours are from 7:00 a.m. to 3:00 p.m. Late afternoon, evening and weekend functions are available with an additional charge.

If you have moved a catered event from one location to another, please alert us to the exact new location to avoid confusion and unnecessary charges, this also allows us to ensure the facilities are kept in a clean and tidy order.

Modifying your order – Please reach out to the catering team to modify your order, if within 24 hours or same day you must call to guarantee orders have been received.

Cancellation Policy - To avoid being charged, cancellations or changes to catering orders must be made more than 24 hours prior to event. We will work with you for extenuating circumstances but typically day of cancellations are not possible and some amount will be charged.

Substitutions: We reserve the right to vary menu selections when necessary to meet market conditions.

For assistance with any of your catering needs please call us at 740-304-1508 or by email at anthony.schulz@compass-usa.com