



## Catering Policy

### **What's Included**

Catering orders will include all necessary disposable plates, utensils, napkins and condiments in quantities consistent to your order. We also include all food and beverage equipment needed to ensure food is properly served. Our catering attendants will deliver and clean up at your specified location and time. Please ensure that all catering equipment remains where it was dropped off and not moved to another area to ensure a timely return.

### **Ordering**

All orders must be placed through our corporate "Catertrax" website. An account and credit card stored in the system and are necessary to use the site. If ordering multiple caterings for the day (i.e.; breakfast, lunch and/or snack) please order each separately so that your specific needs and times are listed per sheet, this makes it much easier for the kitchen to keep organized. In order to adequately serve you, a 48 hour notice is recommended. We realize there are times when last minute needs are necessary and we will do our best to accommodate. Please note that when last minute caterings are needed the full catering menu may not be available and direct contact with catering department is necessary.

### **Thinking Outside the Box**

We have many options available on our current catering menu but if you do not see what you are looking for, we are always able to customize any menu to fit your budget and/or event. If given adequate time to get product in house, we can produce most if not all of your culinary menu ideas. Please contact the catering

department for details. Special order pricing must be approved prior to event with pricing subject to change if needs for event change.

### **Order Minimums**

To better serve all of our customers and be able to operate in an efficient and cost-effective manner most hot items and a few cold menu options have quantity minimums attached. If your event is unable to meet the quantity minimums our catering team can help identify alternative options. If a single catered event orders more than one entrée option a service fee will be added to cover increased preparation costs.

### **Catering Timing**

Please note that we will do our best to deliver and clean-up your catering orders at the requested time. Daily business needs may dictate that we deliver your food before or after the scheduled time. There are many occasions where multiple orders are requested for the same delivery time and schedules may need to be adjusted. If it is imperative that we keep to the scheduled delivery time(s) please reach out to the catering department in advance.

### **Changes and Cancellations**

Due to lead times necessary for ordering products, staff planning and cooking schedules, all event modifications and/or cancellations must be made by 3:00PM the day before your event. Changes and cancellations made after this time may be subject to service fees and/or the full cost of the event. If a catered event is cancelled after it has been prepared you will be responsible for full payment and all food and beverages will be made available for your use.

### **After Hour Events**

Events taking place after 3:30PM and on weekends are considered after hours and will incur additional labor charges to meet the necessary catering needs. This

may include managers, attendants, cooks and dishwashers. Additional staff are billed by the hour and will be charged in full-hour increments. Full catering services are available as long as we have time to plan your event. Please give at least 1 weeks' notice on special/after hour events.

### **Special Dietary Needs**

Please let us know as early as possible if someone from your group has special dietary needs and/or food allergies. We will do our best to accommodate all requests, but please be aware that we handle and prepare egg, milk, wheat, shellfish, fish, soy, peanut and tree nuts in our facility as part of our daily production. We also cannot guarantee that something is gluten free as we prepare and store many products in our café that contain gluten.

### **Catering Team Contact Information**

Office: 914.345.5550 [matthew.timber@compass-usa.com](mailto:matthew.timber@compass-usa.com)