



Guidelines and FAQs for Events & Services (revised October 2024)

What is your Refund Policy? Can I Cancel or Reschedule my Private Dining/Brunch or Catering Service?

**NO REFUNDS - ALL SALES ARE FINAL, NON-REFUNDABLE
AND NON-TRANSFERABLE! NO EXCEPTIONS!!**

We all know that life happens, however, please understand that Chef Derricka is committing her time and resources to make sure your event is an exceptional experience, and thus cancellation or rescheduling would result in a significant loss of income and lost business opportunities in an amount that is hard to precisely calculate.

- CATERING & Private Dining/Brunch
CANCELLATION/RESCHEDULE POLICY:
If the client needs to cancel/reschedule an event, the client MUST provide a WRITTEN notice via email to Chef Derricka at info@chefderricka.com along with any required cancellation fees described in their catering Service Agreement, which is provided via email through DocuSign, on the initial invoice date of the deposit. It is the client's responsibility to review, acknowledge, and sign their Service Agreement reflecting their understanding and agreement to the terms and policies listed regarding their event.

CATERING EVENT CANCEL/RESCHEDULE:

If the Client needs to cancel the event, the Client must provide written notice to the Caterer along with any required cancellation fee described in this Catering Service Agreement, to effect cancellation.

The client understands that upon entering into this Service Agreement, the Caterer is committing time and resources to this Event, and thus cancellation would result in lost income and lost business opportunities in an amount hard to calculate precisely. Therefore, the Caterer shall be entitled to 100% of the Invoiced Total Cost and the Client WILL BE billed and responsible for payment of the remaining balance upon the date of cancellation.

PRIVATE DINING/BRUNCH SERVICE CANCEL/RESCHEDULE:

Clients can reschedule their events up to and no later than 3 months from the original event date. There is a \$500 Rescheduling Fee to do so. Keep in mind that the Deposit is Non-Refundable, Non-Transferable, and cannot be used towards scheduling another event. **No Exceptions.** If they wish to reschedule after this time has elapsed, the event will be treated and priced as a new event.

If you reschedule your event more than 7 calendar days before your scheduled event, you will not be charged a fee to reschedule. If you cancel more than 7 calendar days, there will not be a cancellation fee and if you choose to rebook in the future, your event will be treated as a brand-new event and charged accordingly.

If you reschedule or cancel your Private Dining/Brunch Service 6 calendar days or less, then the client will be required to pay a \$500 Rescheduling Fee and a \$1000 Cancellation Fee due immediately at the time of Rescheduling or Cancellation.

What happens in case of a Natural Disaster or Inclement Weather?

In the case of Inclement Weather or Natural Disaster situations, if getting to the event puts the Chef and/or Client at risk of their safety, either party can cancel the event and notify the other party via email

or text. If this occurs, the event can be postponed for a later date (within 3 months of the original event date) using the same event credit/deposit used for the initial event. **NO REFUNDS! NO EXCEPTIONS!** If the new postponed event occurs on a holiday or if additional guests are added, additional fees will be charged based on either holiday rates and/or additional guest fees. If the event is rescheduled after 3 months, it will be treated as a new event, the deposit is not refunded and will need to book the service again.

What if my Guest count changes after I book the event?

- It is highly encouraged to have your guest count solidified prior to booking or paying a deposit for your event. If the guest count does change, it is handled by the following:
 - Number of Guests LOWER than what the event was booked for – The event will still be treated as if all of the original guest count was in attendance. Example: The event was booked for 10 guests but only 5 attend, the event will still be charged based on 10 guests.
 - Number of Guests HIGHER than what the event was booked for – Please attempt to avoid this situation as much as possible as it puts a strain on the chef as there will not be enough food to provide additional guests to ensure that each guest has the same exceptional culinary experience.
 - Additional Guests Added to the event before the event –
 - Catering Events: The client will be charged the guest rate per additional guest added to the event.
 - Private Events: The client will be charged the guest rate per additional guest added to the event.
 - For Travel/Daily Chef events, an additional service charge will be invoiced to the client based on the number of guests added and services rendered. Prices may vary. The new balance must be paid in full before the event. If not paid, the Chef will still abide by the original guest count and Service Agreement. No Exceptions.
 - Additional Guests Added to the Event on the Day of the Event, Catering or Private Event – If the Chef is

expected to serve additional guests on the same day as your event, the client will be invoiced for \$200 per additional guest and payment is expected on the event date. If the client does not abide by this policy, legal action WILL be taken.

What do I need to keep in mind when ordering Drop-Off Catering Services?

With Drop-Off Catering services, the caterer will drop off food only and *disposable chafing dishes, sternos & disposable serve ware (*only if ordered - Buffet Party Pack or Equipment Fee) as the caterer will not be coming back to the event or location.

By agreeing to have Drop-Off Catering services, the client acknowledges and understands the following:

1. **Liability Release:** Once the food and any optional equipment (if purchased) have been delivered and dropped off, Chef Derricka releases any and all liability. This includes, but is not limited to, the handling, storage, and consumption of the food after delivery.
2. **Portion Control:** Chef Derricka only prepares enough servings to accommodate the number of guests specified in the Service Agreement. The client understands and agrees that Chef Derricka is not liable if guests consume or prepare “to-go” plates of more than the recommended portion size for an individual, resulting in a shortage of food.
3. **Staffing Recommendation for Large Events:** For events with 50 guests or more, it is highly recommended to hire staff to serve the food to the guests. Attended stations help ensure that each guest can try every item on the menu at the appropriate serving size, preventing issues related to guests not being able to access all the food available.

With booking with Chef Derricka Culinary Concepts and signing the service agreement Service Agreement, the client agrees to these terms and releases Chef Derricka from any and all associated liabilities.

Do you Travel?

Absolutely! I can travel domestically and internationally to be of service to you and your guests. Please be advised that you will be charged for the services needed, in addition to lodging, flight arrangements, and transportation/rental car, (if needed) when traveling to you to render services. Please schedule a consultation to discuss your needs for a custom quote.

Do you provide plates and/or utensils at events?

- Private Dinner – It is highly recommended that the client provides plates, serveware, and utensils. Also, depending on the number of guests, plate & utensil rental is an option.
- Catering - Yes, only upon request. There is an Equipment Fee for this service. Serving utensils will be provided however it is the client's responsibility to request plates or flatware. Consult with the Chef in advance to discuss the type of plates, serveware, flatware, or napkins needed when booking. For disposable plates & flatware, an Equipment Fee will be charged to gather these items. For rentals, we use preferred vendors and will reach out to them for a quote and pass along the charges to the client.
- Direct Rentals such as Linens, Tables, Chairs, Chafing Dishes, etc. are available upon request. Any rental fees are invoiced to the client.

Can you provide servers and bartenders for catering events?

Event Staff will be charged based on your event's specific details. Pricing and regulations may vary based on the Event Staffing company used for the event. In most cases, there is a 2-person staff minimum with at least 5 hours of service time minimum including setup and breakdown.

Weddings and Events with 100+ guests require 7 hours of service time minimum including setup and breakdown. Rates for Staff may vary and are billed directly to the client from the staffing company.

We do have a partnership with different Bartending Service Vendors and would be happy to refer you to either of them for your mixology and bartending needs.

Do you offer Decor or Decoration Services?

Heck Yeah!! We take pride in your creative vision and will make it a reality! We specialize in Themed Parties & Lush Decor.

Luxury Catering Services includes Delivery, Setup/Clean Up, Floral Arrangements, Luxury Chafers and/or Warming Trays - if power outlets are available and nearby, Acrylic Pillars, Custom Menu Signage, Fire Pits & Dry Ice*- only upon request. (starting at \$2000+)

Tablescape Decor (*optional* - can be added-on to Private Dining/Brunch Services for 2-10 guests) includes Floral Centerpiece, Candles, Table Runner, Chargers, Plates, Utensils, and Napkins. (starting at \$350+)

Please schedule a consultation to discuss the specifics of what is needed, including colors, vision, environment, themes, and any other helpful information.

Do you offer Tastings?

Absolutely!! I offer tastings for catering events (50+ guests) clients and weekly personal chef clients.

For catering event clients, there is a minimum of \$2000 event cost to qualify for tasting, which is determined by your event estimate. The tasting date MUST be scheduled AND completed within 3 weeks or earlier before the event date. Tasting Fee is applied to the final invoice upon booking.

No exceptions.

Tasting Service Options:

- In-Home (\$350): Choice of menu for up to 5 Guests; 4 A La Carte Items & 60-minute Consultation
- Virtual (\$175): Choice of menu for up to 5 Guests: 4 A La Carte Items delivered to your home & 30-minute Virtual Consultation via Zoom Call

Can I Customize My Foodie Experience? How do Consultations work?

Simply put...YES!! This is the time to step outside the box and explore how awesome food really can be!!

It is HIGHLY encouraged and recommended to explore not only menu options but also to empower Chef Derricka to fully showcase her talent for you by having her custom curate a menu based on your likes and dislikes as well as your favorite cuisine(s). Remember that Chef Derricka will not use, recreate, or price-specific menus from other chefs, restaurants, etc. when creating your personalized experience for your event.

Schedule a consultation to see how she can bring unique dishes and flavors to WOW you and your guests. Be prepared to discuss your ideas or finalize menu selections, event logistics, location, occasion, or anything else regarding the event.

How does the catering setup work if Full Service Catering, Luxury Catering, or Family Style Services are booked?

Chef Derricka will arrive at least 2-3 hours before the event's start time (unless another time is agreed upon between Chef Derricka & the client) to unload & set up equipment, warm, and add final touches to food, etc. From there, the client may use the catering equipment provided (Chafing dishes, Warming & Serving Trays, Bowls, Boards, & Displays, Serving Utensils, etc.) for some time a MINIMUM of 2 hours and a MAXIMUM of 4 hours. After that period, Chef Derricka will gather all equipment and dispose of any leftover food.

In the event the client needs to keep the equipment longer than 4 hours, the client needs to make arrangements with Chef Derricka before the event to make the accommodations. The client will be charged \$75/hour to keep the food and equipment at the event longer than the 4-hour limit. This rate will be included and invoiced at the time of booking, based on event start and end times.

What is the Rush Fee Policy? When is it applied?

It is encouraged that you book your event at least 2 weeks in advance to ensure availability, if possible. Anytime an event is booked at the last minute, it puts a strain on the Chef to make accommodations to ensure the experience is exceptional. *Clients can contact and discuss their event however the Rush Fee is determined based on the actual date the client wishes to book and pay for services.* **The Rush Fee is applied at the time of booking and it is 20% of the total cost of the event.

NO SIGNED Service Agreement & PAID DEPOSIT/Payment in FULL = NO BOOKING

Private Events

Any private event booked 6 days or less prior to the event date will automatically include a 20% Rush Fee, which is included at the time of booking.

Catering Services

Any catering services booked 13 days or less before the event date will automatically include a 20% Rush Fee, which is included at the time of booking. If catering services are booked within 6 days or less, the client is responsible for FULL payment of services, including Rush Fee, at the time of booking.

What happens when I review the estimate and would like to secure Chef Derricka for services?

By clicking ACCEPT on an estimate, you are AGREEING to the terms and guidelines listed within THIS document for your Service requested. You will receive an email via DocuSign with the Service Agreement detailing your event for you to review & sign. Once signed, an invoice is sent in a separate email confirming the details agreed upon between the Chef/Caterer and Client, where payment is due upon receipt to book the event and secure your date.

Please keep in mind that ACCEPTING an estimate DOES NOT Book your Service nor Secure your Date. Chef Derricka DOES NOT HOLD DATES for ANY Event for ANY Circumstances.

PLEASE NOTE: Invoices are valid for only 24 hours once generated. If payment has not been made in that timeframe, a \$40 per day fee will be added to the invoice. If by the 3rd day, a deposit or full payment has not been made, the Signed Service Agreement and Invoice will be voided, allowing another client to secure the date. No Exceptions.

Still need clarification on anything?
Or simply just want to say 'Hello'? :-)

You can also schedule a Consultation here at <https://calendly.com/chefderricka>, email me at info@chefderricka.com, or call or text me at 469.626.8870 to discuss your event or project.

When texting, please include your name so she may know who she is assisting 😊

**Please keep in mind; direct messages (DM) are not acceptable forms of communication when booking services, as email communication will always be used for information & booking purposes. Any texts sent at after 6pm CST during the weekdays, weekends or holidays may not receive a response until the next business day.*