

CATERING POLICY

Fresh Start Bistro & Catering is committed to creating the best catering experience for each of our clients. Please take a moment to review our current catering policies.

TO ORDER CATERING

Fresh Start Bistro & Catering accepts catering orders
Monday to Friday from 7:00 am to 5:00 pm by email at freshstartbistro@shaw.ca
or by telephone at (780) 433-9623 or fax (780) 665-7215
For your convenience, customers may also order online on our website at anytime - www.freshstartbistro.com

All orders placed online require confirmation by our Catering Manager before they are accepted or confirmed for delivery. Please note that confirmation of online orders can only be done during our regular business hours, Monday to Friday, 7:00 am to 5:00 pm. This is important to note if you have placed an order online outside of our regular business hours, over the weekend, or after our daily cut-off ordering time.

Delivery Hours

Regular Fresh Start Bistro & Catering Delivery Hours are Monday to Friday from 7 am to 5pm.
On Sundays there is a \$500 Minimum Order. We are closed on all statutory holidays.

Paper Service

Disposable plates, napkins and cutlery are included at \$ 0.50 charge per person with catering orders unless otherwise specified.
As Fresh Start Bistro & Catering is committed to decreasing our environmental footprint, please let us know if you do not require these serving supplies.

STANDARD DELIVERY FEES & MINIMUM ORDERS

Orders of \$75 and more - Minimum Delivery Fee is \$15

Fresh Start Bistro & Catering is pleased to offer delivery service for a fee of \$15 on orders of \$75 or more that are delivered to addresses located within the City of Edmonton delivery area as defined by Fresh Start Bistro & Catering. Note that Fresh Start may at its own discretion determine whether it is able to deliver to a specific address on a specific day regardless of location. For locations outside of our standard urban delivery area please call us to discuss your needs and whether Fresh Start is able to assist.

Orders under \$75 - Minimum Delivery Fee is \$25

There is a \$25 Minimum Delivery Fee for all orders under \$75 delivered to addresses located within the City of Edmonton delivery area as defined by Fresh Start Bistro & Catering.

GENERAL CATERING - ORDERING, CANCELLATION & PAYMENT POLICY

Catering orders - 24 Hours

For all orders 24 Hours notice prior to your event is required.

General Catering Payments - 15 Days

Full payment on all general catering orders is due 15 days from the date of your catered event. Fresh Start requires a credit card on file for all general catering orders. Payment not received within the 15 days payment period will be charged to the credit card number on file.

ORDERING, CANCELLATION & PAYMENT POLICY

As you know, Special Events are unique and with their own special catering requirements. Fresh Start is pleased to cater special events according to the following policies:

Deposits - 25%

Fresh Start Bistro & Catering requires a 25% deposit in advance to secure your Special Events catering date.

Rentals

As part of our Special Events catering services, Fresh Start Bistro & Catering is happy to arrange rentals required for your event including the rental of linens, china, glassware, serving dishes, tables and other requirements. Fresh Start Bistro & Catering charges applicable fees for this service. Customers are responsible for payment on any damaged or lost rental equipment.

Event Staffing

Where required, Fresh Start Bistro & Catering provides professional and courteous staff with our catering services. Event staffing fees for Private Bookings and Special Events will be charged as follows. Event Staffing is based on a minimum of 5 Hours per Staff Member:

- Servers/Bartenders: \$25 per Hour
- Event Supervisor : \$30 per Hour

To ensure the best customer service for your event, Fresh Start Bistro & Catering will use its professional experience and discretion to make staffing decisions.

Event Gratuities

A standard 15% gratuity fee will be applied to any catered event that includes Fresh Start Bistro & Catering event Staff.

Pickup Service

Fresh Start Bistro & Catering will make arrangements to pick up catering equipment within 48 hours of your event date FREE of charge unless otherwise arranged.

Food Safety & Preparation

Fresh Start Bistro & Catering food products are prepared with safe food handling practices and are best enjoyed when consumed promptly. Fresh Start is not responsible for health mishaps related to any food prepared by an outside source other than Fresh Start that has been brought to an event.

***** PLEASE NOTIFY FRESH START BISTRO & CATERING OF ANY FOOD ALLERGIES IN ADVANCE OF YOUR EVENT *****

Fresh Start Bistro & Catering takes great pride in the preparation of its menu items for customers. In situations where the availability of food items is beyond our control, Fresh Start may substitute food items of equal value at the discretion of our Chef and with customer knowledge.

Liquor Licenses

Fresh Start Bistro & Catering can obtain liquor licenses from the Alberta Liquor Board at no charge for your event.

If you have further questions about Fresh Start Catering Policies, please feel free to contact us anytime at 780-433-9623