

Placing your special event order

- Call Heinen's Catering office toll-free at 866-475-2371.
- Orders must be placed by phone. E-mail orders will only be accepted with a confirming phone call and signed contract.
- To ensure optimum customer service, orders for special events should be placed at least 7 days in advance.
- Heinen's requests a credit card to secure your event.

Rental service

- We provide full rental service. The total rental cost is included in your initial quote.
- The final invoice will reflect any last minute adjustments due to increase in number, loss or damage.

Adjusting your catered special event order

- We will try to accommodate adjustments to your order up to 48 hours prior to the event.
- Cancellations must be made no less than 7 days prior to the event.
- Any special order items will be charged to your account if cancelled less than 7 days prior to event.

Delivery and pick up

- Pick-up orders should be placed no later than 24 hours prior to pick-up.
- Delivery orders should be placed no later than 72 hours prior to delivery.
- Heinen's provides delivery based on availability between 8:00 am and 5:00 pm daily.
- There will be a delivery charge of \$25.00 applied to all delivery orders. Deliveries outside that time frame will be charged and additional \$25.00.
- All of our fine foods are available for delivery or pick-up. Delivery times are designated when your order is placed.
- Heinen's requests a credit card to secure your pick-up or delivery order.
- Cancellation/adjustment of pick-up or delivery orders must be made no less than 24 hours prior to scheduled pick-up or delivery time.
- \$75.00 minimum order for all deliveries.

Service staff

- Our service staff is available at a rate of \$25.00 per hour, per staff member. There is a minimum work requirement of 4 hours per staff member.
- Staffing rates are based on "door to door" service which includes drive time to and from event.
- Additional staff is required for dish washing.
- Gratuity is up to the discretion of the client based on quality of service.

Payment terms

- Final credit card payment is processed 24 hours prior to your event. Additional charges incurred after the balance is paid will be reflected on a separate invoice. Heinen's Catering accepts Visa, Master Card, American Express, Discover, checks and money orders.

Menu pricing is subject to change.