



# *Heinen's Catering*

**Entertaining for Every Occasion**

Welcome to Heinen's Catering services, designed to meet all of your entertaining needs. From casual get-togethers to elegant dinner parties, special events and backyard barbecues, we are here to make your entertaining effortless and delicious.

Our talented team of chefs, bakers, floral designers and servers is focused on the success of your occasion.

Begin browsing and planning your next event with us!

## 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 of Pepper Pike will incur a round trip mileage fee (currently 41¢ per mile).
- Deliveries not between 8:00 am and 5:00 pm will be charged an additional \$25.00.
- All of our fine foods are available for delivery or in-store pick-up\*. Delivery times are designated when your order is placed. **\*Hot food no longer available for pick up.**
- 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.