

1.1.1. Ordering

Please allow 7 days' notice when placing orders. We will accommodate last minute orders whenever possible.

1.1.2. Delivery

Viva Catering serves the San Jose Metropolitan area. Please ask the catering director about delivery and pickup charges for your location. Delivery charges are \$25 minimum. Pick-up charges (platters, dishes, etc.) are \$25 minimum. **Please allow for a 15-minute delivery window.** The minimum food order for delivery is \$200.00.

1.1.3. Hot Food

Hot items require chafing dishes, which we would be happy to provide for you (some charges may apply). Viva offers disposable foil pans for no additional charge.

1.1.4. Deposits

YOUR EVENT WILL BE HELD AND CONFIRMED WITH A DEPOSIT OF \$100.00 OR 50% OF THE TOTAL AMOUNT, WHICHEVER IS GREATER. We are unable to confirm your event prior to receiving your deposit. Your deposit will be applied to your bill on the day of your event. Deposits are non-refundable if cancellation occurs less than 7 days before your event.

1.1.5. Cancellation

Cancellation, including orders cancelled due to inclement weather, must be made 7 days prior to your event. Orders cancelled after that time, deposit will not be refunded. In addition, any special arrangements made for your event, including specialty food items, rentals, etc., the client will be charged in full.

1.1.6. Payment

Viva Catering accepts cash, company checks, MasterCard, Visa, and American Express. On site catering events will require a 50% payment upon completion of agreement. Balance of payment is to be made in full on day of event. **All orders are subject to 8.75% local sales tax, and a Service Fee of 20%.**

1.1.7. Full Service Events

Our catering director is ready to assist you in creating your event, from customized menus to service staff, linens, equipment and décor. Staffing includes Servers \$30. per hour per server, Bartender \$30. per hour, Chefs \$40. per hour, and Cooks \$30. per hour. There is a four-hour minimum for labor, including the pick-up of food, drive time, set-up and break down of event.

1.1.8. Broken and Damaged Rentals

The client is financially responsible for all broken and damaged rentals: plates, glassware, flatware, etc....