



Forage Catering

POLICIES & PROCEDURES

Rentals

From fine china to barbeques to the most elaborate of marquee tents, Forage Catering will work with you to source the highest calibre, most competitive rental products in Metro Vancouver. After executing countless events, we pride ourselves on anticipating exactly what rental items you will need (and in what quantity). We will happily arrange all your required rental items, and even coordinate the delivery, set-up and pick-up. Our rental reservation fee is 15% percent of the total cost of rentals.

Event Staff

All of Forage Catering's staff are professionally trained, attentive and detail-oriented but what really sets them apart is that they are friendly, enthusiastic and fun! All labour charges are calculated hourly at a minimum of four (4) hours per employee. Charges for labour are doubled during statutory holidays and at time-and-a-half for over eight hours of work. Labour charges begin when staff arrive onsite and end with the completion of tear down. All of our serving staff have their Serving It Right certification, and all on-site chefs are Food-Safe certified. An 18% gratuity is applied to the cost of food and beverages when we supply the service staff on site.

Event Staffing Rates (Hourly)

Supervisors	\$35	Bartenders	\$25
Chefs	\$35	Service Staff	\$25
Cooks	\$30		

Deposit and Booking Policies

- A non-refundable deposit of 25% of all estimated event charges will be required at time of booking, along with a signed contract outlining a payment schedule.
- 50% of anticipated event charges will be due 30 days prior to your event.
- The remaining balance will be due no less than three (3) days prior to your event.

We will allow you to place a tentative hold on a date without a deposit for up to two weeks. After that time, the selected date will be released unless a deposit is made. You may not place tentative holds on more than one date or repeat your hold.

Food Allergies

Forage Catering will accommodate dietary restrictions and food allergies whenever possible. You must notify Forage Catering of any guest attending your event that has food allergies. This must be done in writing and the details must include guest names and nature of their allergies.

Guaranteed Numbers

Final, confirmed guest counts are due 72 hours prior to the event date. After this time no reductions to the guest numbers will be permitted. You will be billed for the guaranteed number of guests or the actual number of guests served, whichever is greater.

Left-overs

Forage Catering does not leave or reserve left-overs. In accordance with BCFOODSAFE official recommendations requiring that food remaining within temperature danger zones for extended amounts of time may not be released to you or your guests. Forage Catering does not send any food items home with guests in any form. We enforce this policy to minimize the risk of food borne illness due to improper handling or storage of leftover food items. We appreciate your cooperation. For all drop off catered events, acceptance of the order by the customer releases Forage Catering from all claims and liability of food borne illness at any time following the point and time of delivery. Forage Catering recommends that you never re-serve any food item that has not been completely used during the time it was intended. Forage Catering prepares an abundant amount of food to ensure that your last guest receives the same quantity and quality as your first guest.

Liability and Indemnification

You agree that Forage Catering, its directors, officers, employees and agents shall not be responsible for any loss, damage or destruction to any property, personal injury or death, however caused, arising from any aspect of your event. You will indemnify and hold harmless Forage Catering and its directors, officers, employees and agents against all claims, demands, damages, costs and expenses, including reasonable legal fees, in respect of death, injury, loss or damage to person

or property, however caused, arising from any aspect of your event. You will be entirely responsible for any damages to the location or venue in any way and will supervise all event participants to ensure that they conduct themselves in an orderly manner.

Cancellation

Your deposit, less half, will be refunded if you cancel with over six (6) months' notice given. If less than 6 months' notice of cancellation is given, your deposit will be forfeited. If less than 3 months' notice is given, your deposit will be forfeited and you may be liable for your full event costs. Notice of your cancellation must be submitted in writing to a Forage Catering Manager.



For additional information, please contact:

Brandon Harris

Forage Catering Manager

ph: 604.661.1416

brandon@foragecatering.com

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