



Policies

Booking Your Event

To assure the success of your event, we will need a minimum of 10 business days to fulfill your request. The information needed at that time includes your menu selection, the estimated attendance, a brief itinerary (so that we can plan set-up and service times).

A guaranteed number of persons attending your event must be submitted to us 72 business-hours prior to the event. This is the number for which you will be billed. If your actual count should be larger than your guarantee, you will be billed for the total number in attendance. We prepare for 3-5 percent more than the guarantee to allow for those last-minute, unexpected guests. Unanticipated circumstances may find you in need of altering your count after the 72 business-hour deadline. These changes will be subject to our approval as well as a service charge. To increase the guaranteed count the following day after the 72 business-hours, the menu price increases 10% for each guest added, the day before the event 20% and the day of the event 30%, if possible. On a served meal there may be an additional labor surcharge if the event begins substantially later than the contracted time. This will be left up to our discretion.

Additional Labor Charges will be assessed for (1) Full service meals that extend beyond 2.5 hours (2) Receptions that extend beyond 2 hours (3) Full service meals with receptions that extend beyond 4 hours and (4) Any Event that extends 30 minutes beyond the contracted time. Any catering equipment not recovered from an event or delivery, will result in client replacement fees to recover the cost of the missing item(s). Any delivery or other event contracted within 72 business hours of the scheduled event time may be subject to additional charges. Deliveries requiring service attendants to remain on site will be charged an additional service fee to cover the cost of labor. Food service requests made less than 3 business days in advance are subject to a 25% service charge - These requests must be made before 12:00 PM.

Cancellation of Your Event

Notification of cancellation is required a minimum of 72 business-hours before your event is to take place. We will need written notification of intent to cancel for our files. Should cancellation occur after the allowable time, you will be responsible for all costs incurred by the catering staff. In the event of inclement weather, notification of cancellation will be accepted or given when roads are impassable, and food that has been prepared or purchased that may be perishable will be charged to the customer at cost.

Billing

All catering will include Virginia State sales and meals tax. A certificate of exemption must be presented to waive these taxes. A service fee of 18% applies to all food and beverage. Please provide us with accurate billing information when booking your event. We will need the department name, account number and contact person's name and telephone number. Bills are processed and mailed at the end of the month, payable within 30 days. Student groups with overdue bills will not be able to book an event until the entire bill has been satisfied.

**Vegetarian Meals**

For served meals only, we offer an alternate menu entree if requested. Requests for alternate menu selections must be made at the time of event guarantee (no later than 72 business-hours prior to event). Vegetarian entrees are the same price as the selected entree.

Alcoholic Beverages

Because each situation is different, we will be glad to help you work out the details of for your event. We do not maintain a Virginia ABC license so all wine, beer or alcohol you provide must be delivered to us the day of the event and taken with you when the event is over. We can provide the services of a bartender should the need arise. Our bartender fee is \$15.00 per hour per bartender (One hour set-up and one hour cleanup time per bartender will be added to your final bill) As a rule you will need one bartender for every 50 people attending your function.

Excess Food

Due to Health Department regulations, food and beverage not consumed during an event catered by MOUNTAIN VALLEY RETREAT AND CONFERENCE CATERING cannot be taken from the event site by the customer. Items purchased for customer pick-up or self-service events are the property of the customer; these food items cannot be returned for credit.