



Guidelines and FAQs for Events & Services (revised January 2025)

Refund Policy & Cancellation/Reschedule Policy

**NO REFUNDS - ALL SALES ARE FINAL, NON-REFUNDABLE
AND NON-TRANSFERABLE! NO EXCEPTIONS!!**

While life happens, please understand that Chef Derricka commits significant time and resources to ensure your event is exceptional. Cancellation or rescheduling results in a substantial loss of income and lost business opportunities.

Catering & Private Dining/Brunch Cancellation/Reschedule Policy

1. Written Notice Required:

- Clients must provide written notice via email to Chef Derricka at info@chefderricka.com if they need to cancel or reschedule.
- Cancellation or Rescheduling fees, as outlined in the Service Agreement, will apply. This agreement is provided via email through DocuSign when the deposit invoice is issued.

2. Client Responsibility:

- Clients must review, acknowledge, and sign the Service Agreement to confirm their understanding of the terms and policies.

Catering Event Cancel/Reschedule Fee:

- Once the Service Agreement is signed, the caterer commits time and resources to your event. Cancellation results in lost income and opportunities.
- Cancellation Fee:
 - The client will be billed 100% of the invoiced total cost, with the remaining balance due upon cancellation.
- Rescheduling Fee:
 - The client will be billed \$500 if rescheduling an event within 6 calendar days or less from the event date and \$250 within 13 to 7 calendar days from the event date, due upon the rescheduling date

Private Dining/Brunch Cancel/Reschedule Policy

1. Rescheduling Timeline:

- Events may be rescheduled up to 3 months from the original event date.
- Rescheduling more than 7 days from the event date: No fee applies.
- Rescheduling 6 days or less from the event date: A \$500 rescheduling fee applies and is due on the date of reschedule request.

2. Cancellation Policy:

- Cancellation more than 7 days from the event date: No cancellation fee, but deposits remain non-refundable and non-transferable.
- Cancellation 6 days or less from the event date: A \$1000 cancellation fee applies, due on the cancellation date.

3. After 3 Months:

- Events rescheduled beyond 3 months are treated as new bookings with new pricing.

Natural Disaster or Inclement Weather

- If inclement weather or natural disasters jeopardize safety, either party may cancel or postpone the event. Notification must be provided via email or text.
- Postponed events must occur within 3 months of the original date, using the original event credit/deposit. No refunds apply.
- Postponing to a holiday date or adding guests will incur additional fees. Events rescheduled after 3 months are treated as new bookings.

Guest Count Changes

1. Lower Guest Count:

- Charges are based on the original guest count, even if fewer guests attend.

There are no credits or refunds if fewer guests attend from the original guest count.

2. Higher Guest Count:

- Before the event: Additional guests are charged at the agreed guest rate.
- Day of the event: A \$200 per additional guest fee applies, due immediately.

Failure to pay may result in legal action.

3. Travel/Daily Chef Events:

- Additional service charges for extra guests are invoiced and must be paid before the event. If unpaid, the chef will serve the original guest count.

Drop-Off Catering Services

1. Liability Release:

- Chef Derricka is not responsible for food handling, storage, or consumption after delivery.

2. Portion Control:

- Food is prepared based on the guest count in the Service Agreement. Guests consuming extra portions may result in food shortages.

3. Staffing for Large Events:

- For events with 50+ guests, hiring staff is recommended to ensure proper portioning and access to all menu items.

Travel Services

Chef Derricka provides domestic and international services. Additional charges apply for:

- Lodging
- Flight arrangements
- Transportation/rental car (if required)

Schedule a consultation for a custom quote.

Event Staff and Bartenders

1. Event Staff:

- Staffing rates vary based on event details and are billed directly by the staffing company.
- A minimum of 2 staff members for 5 hours is required for all events. Weddings require 7 hours minimum.

2. Bartenders:

- Partnered bartending services are available upon request.

Decor and Decoration Services

1. Luxury Catering Services:

- Includes delivery, setup, floral arrangements, luxury chafers, acrylic pillars, custom signage, and more. Themed, Holiday and Custom Color Schemed Event are our specialty.

2. Tablescape Decor:

- Optional add-on for private dining/brunch.

Schedule a consultation to discuss themes, colors, and details.

Tastings

1. Eligibility:

- For catering clients with events costing \$2000+ or weekly personal chef clients.

2. Options:

- In-Home (\$350): Up to 5 guests, 4 menu items, 60-minute consultation.
- Virtual (\$175): Up to 5 guests, 4 menu items delivered, 30-minute Zoom consultation.

Tasting fees are applied to the final invoice upon booking.

Catering Setup for Full Service, Luxury Catering, or Family Style Services

1. Chef Derricka arrives 2-3 hours before the event to set up.
2. Catering equipment is provided for 2-4 hours. Team will break down equipment and discard any unwanted food.

Rush Fee Policy

1. Private Events:
 - Booked 6 days or less prior to the event date: Full payment and 20% rush fee is required at booking.
2. Catering Services:
 - Booked 13 days to 7 days prior to the event date: 20% rush fee applies.
 - Booked 6 days or less: Full payment, including rush fee, is required at booking.

Booking Policy

1. Estimate Approval:
 - Clicking "ACCEPT" on an estimate signifies agreement to all terms.
2. Deposits:
 - Deposit must be paid within 3 days from date sent. After 3 days, both the invoice and service agreement are voided.

Need Further Assistance?

Contact Chef Derricka:

- Schedule a Consultation:

<https://calendly.com/chefderricka>

- Email: info@chefderricka.com

- Phone/Text: 469.626.8870 (Include your name in texts for identification.)

Please note: Direct messages (DMs) are not acceptable for booking services. Emails are required for official communication.