



Leisure & Entertainment Catering



## ***GENERAL CATERING INFORMATION***

### *Working Out The Details...*

***Welcome to Compass Group Canada, Leisure and Entertainment Catering. Compass Group is proud to be the leading foodservice provider in Canada and we are excited to have an opportunity to service the people of Kitchener-Waterloo and surrounding regions. Compass Group will strive to make your event memorable for you and your guests.***

***The highest standards in food and beverage service will ensure your total satisfaction. We offer served or buffet style, Hor d'oeuvres, cocktail party or customized menus. Peruse the Catering Menus to get a general idea of your catering needs. You may choose any items listed on the menu or we will work with you to custom create a menu perfect for your event.***

***With Compass Group, your food will arrive freshly made and ready to enjoy! China, flatware and linens are included and delivered on time and with the superior service you would expect from an industry leader.***

***While each function has its own special needs, some general guidelines are outlined below to assist you in your planning...***

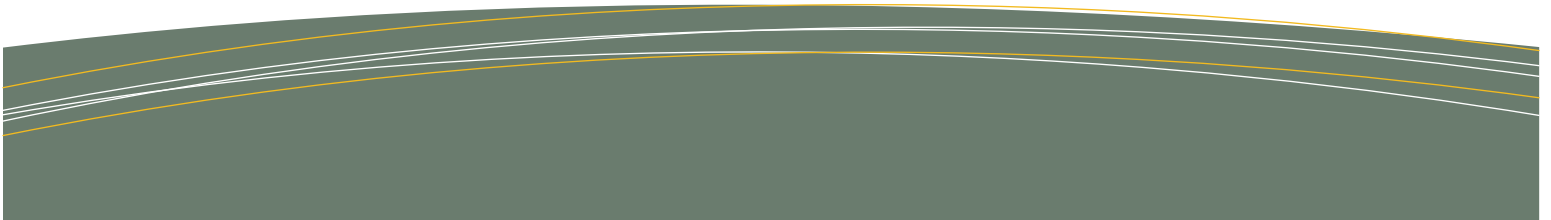
### *Menu Selections*

The Catering Manager would be pleased to assist you in selecting or creating a menu to suit your specific needs and budget. All prices are presented per person unless otherwise stated. To ensure the availability of menu items selected, please submit your selections to the Catering Coordinator at least two weeks prior to your event. We will be happy to assist with short notice orders, although, in certain circumstances, menu selections may be limited. We will be pleased to further assist you with any related catering and entertainment arrangements.

### *Ordering Timeline*

To ensure that all of your catered events receive the proper attention and are successful please note the following requirements:

Please give us a **minimum of 72 hours notice** for coffee deliveries, refreshment breaks and cold luncheons. For hot luncheon and buffet dinners we require a **minimum of 5 business days notice**. All served luncheons; served dinners and chef stations require a **minimum of a 10 business days notice**. Orders received after 9:00 AM on the day prior to the event depend on availability and will be accommodated as close to the requested menu and time as possible. However, advance orders will be placed as priorities.





Leisure & Entertainment Catering



## **GENERAL CATERING INFORMATION**

### *Guaranteed Numbers*

A minimum number of persons attending your events are required 14 days prior to the event, unless otherwise stated. Notification of a final guest count for all catered functions must be confirmed 72 hours prior to your event. If final numbers are not received by this time, the previously estimated count will be considered to be the final number, and the invoice will reflect this. The customer will be charged for the final number or the number served, whichever is greater.

### *Serving Times*

Serving times must be finalized at the time of confirmation of the final numbers, 72 hours prior to the event/function.

### *Special Dietary Requirements*

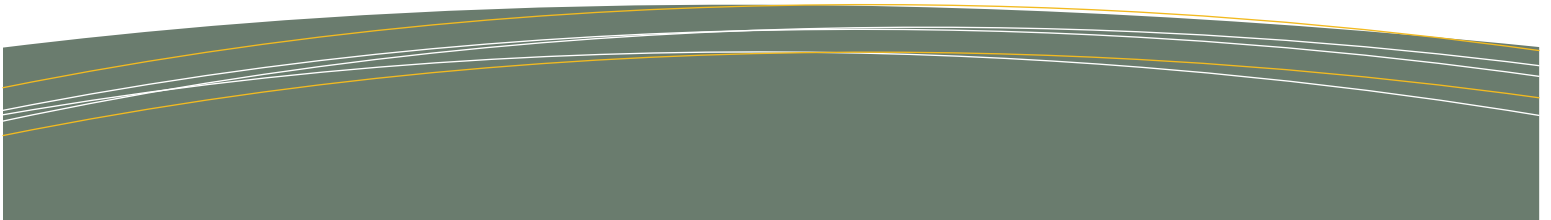
Special dietary or other meal requests can be substituted for your guests (in limited quantities) and must be confirmed two weeks prior to function. Guest names must be provided to Compass Group for any "Special Meal" required. This will ensure guests, who meals were ordered for, receive them. Should any meals be prepared for guests who did not specify their requirements prior the event, a charge equal to the menu cost of the meal will be added to the invoice.

### *Confirmation of Order*

A contract stating the specifics of your event order will be sent to you after placing your order. It is the responsibility of the client to verify that all information is correct. A signed contract is required to confirm your menu selections. To finalize your contract, credit card information must be provided to the Catering Manager. Upon completion of your event, the Catering Coordinator will e-mail a copy of your final invoice to you. With your approval, we will then go through and process your bill through to your credit card. Invoices may be issued on a per basis request and must be approved by the Catering Manager. In certain circumstances, a deposit may be required. All weddings require full payment of the estimated contract one week prior to the event date.

### *Pricing*

All menu prices are subject to change without notice. Prices on signed contracts with a deposit are guaranteed. Please note that all menus are subject to applicable taxes and service charge.





Leisure & Entertainment Catering



## ***GENERAL CATERING INFORMATION***

### *Bar Services*

Compass Group, Leisure and Entertainment Catering, is under legal obligation to strictly comply with the regulations of the Province of Ontario regarding the sale and consumption of alcoholic beverages. As a host, under the laws of Ontario, Compass Group reserves the right to refuse the service of alcoholic beverages to any person. A minimum of \$350 in sales must be met during the event. Where sales do not exceed this amount, there will be a charge of \$18.00 per hour (minimum of 4 hours) for the bartender. If total bar sales exceed \$350, there will be no bartender fee. In accordance to the AGCO, government issued photo identification will be asked of guests who appear to be under the age of 25 at all licensed events. Under no circumstances can alcoholic beverages be brought into licensed events without approval from Compass Group Canada and without the proper permit from the LCBO. Alcoholic beverages must only be consumed in licensed areas and must not leave designated areas. For more information, please contact the Catering Manager.

### *Cancellation/Refund Policy*

We realize that emergency cancellations do occur and we'll do our best to avoid any cancellation charges. Cancellations require 72 hours notice for minimal cancellation charges, if any. When cancellations occur, a client will be billed for any food costs which are lost due to food preparation times. Weddings are non-refundable.

