

# *Private Event Policies*

## **Event Requests**

All events must be placed by email. Phone or in-person meetings are available by appointment but all communication will also be documented by email to keep proper records. Requests are not confirmed until a event coordinator provides email confirmation. We will make contact to go over details including scheduling, planning and will gladly offer recommendations, and discuss payment options as necessary through email. A completed order will include menu choices and an estimated number of guests. To ensure a successful event, please reserve your event date as soon as possible. All events should be placed at least two weeks ahead. Please contact us for any last minute events and we will work with you.

## **Pricing & Payment Policies**

A deposit is due at the time of booking your event. If you have a minimum spend limit for your reservation, 20% of the minimum spend limit is your deposit amount. 50% of your total is due one month prior to the event date. The remaining balance of pre-ordered items is due 72 hours ahead of time. There is a room fee for not meeting the minimum spend, which will be discussed via email during the event planning. Taxes and gratuity are not included in the minimum spend. A 20% gratuity and 11.3% meals & sales tax will be added to your bill. We will also keep a copy of your card on file in case of additional charges.

\*Please inquire about altering your payment schedule to fit your needs

## **Guest Count**

Final head count must be provided at least 7 days in advance. Your final head count is the minimum number of people you will be charged for. Additional guests may be accommodated as space allows. Please let us know if you would like to increase the volume of your order to accommodate additional guests at least 7 days ahead of time. Private events are fully staffed with dedicated servers to fit your guests needs. We provide at least one server per 15 guests, but more servers may be provided if needed. You will be charged for the head count that you provided unless additional guests attend which will also be charged for.

## **Special Dietary Needs**

Zeppoli's is proud to offer gluten-free pasta and dairy-free options; we can also handle nut allergies to fit the needs of our clients. Our dessert chef can make gluten-free dessert

options by request as well. Our gluten free pasta is available for an extra charge per item ordered.

### **Liability & Damages Policies**

In house buffet style events are not permitted to take home leftovers. Any leftover food not removed and properly stored within a two-hour time frame should be discarded. This is to protect your health and avoid foodborne illnesses. Zeppoli's is not responsible for the quality of leftovers. Consuming raw or undercooked meats, poultry, seafood, shellfish, or eggs may increase your risk of foodborne illness.

Zeppoli's will not be held responsible for any lost, stolen, missing or damaged property incurred by you or your guests. You are responsible for all of your guests during your reserved time. Guests agree to release and hold Zeppoli's harmless, including any attorney fees and costs incurred from all claims, demands, suits or judgements from use of any of our facilities including, but not limited to, any damages incurred, injury, or even death.

The organization or individual reserving the space assumes all responsibility for damage done by their guests to Zeppoli's property. Damage to the facility or equipment will be billed \*

directly to the organization or individual responsible for the room. Any damage is to be reported immediately to a Zeppoli's staff member.

### **Cancellation**

If you cancel 30+ days prior to your event, you will receive a full refund minus your initial deposit. You will receive a 50% refund by cancelling 7-29 days prior to your event. If you cancel fewer than 7 days prior to your event you will not receive a refund.

# *Catering Policies*

## **Catering Requests**

All catering must be placed by email. Phone or in-person meetings are available by appointment but all communication will also be documented by email to keep proper records. Requests are not confirmed until a event coordinator provides email confirmation. We will make contact to go over details including scheduling, planning and will gladly offer recommendations, and discuss payment options as necessary through email. A completed order will include a final invoice. To ensure a successful event, please reserve your catering date as soon as possible. All catering orders should be placed at least 48 hours ahead. Please contact us for any last minute events and we will work with you.

## **Pricing & Payment Policies**

Payment is due at the time of invoicing. Orders not paid by 72 hours ahead of time will be canceled. Taxes are not included in our pricing. 11.3% meals & sales tax will be added to your bill. Please inquire if you are a tax-free organization.

\*Please inquire about altering your payment schedule to fit your needs

## **Special Dietary Needs**

Zeppoli's is proud to offer gluten-free pasta and dairy-free options; we can also handle nut allergies to fit the needs of our clients. Our dessert chef can make gluten-free dessert options by request as well. Our gluten free pasta is available for an extra charge per item ordered.

## **Liability & Damages Policies**

Any food items should be eaten within at 2 hour time frame and discarded afterward This is to protect your health and avoid foodborne illnesses. Zeppoli's is not responsible for the quality of leftovers. Consuming raw, old or undercooked meats, poultry, seafood, shellfish, or eggs may increase your risk of foodborne illness.

## **Cancellation**

If you cancel 21+ days prior to your event, you will receive a full refund. You will receive a 50% refund by cancelling 3-21 days prior to your event. If you cancel fewer than 3 days prior to your catering time you will not receive a refund.