



## Ordering Information and Policies

### Placing an Order

We are here to assist you Tuesday thru Friday 9:00 AM to 5:00 PM at 717-637-1495 in Hanover Pa. and 410-756-1600 in Taneytown Maryland.

### Notice

All of our food is made to order. Please allow us a 24 hour notice for standard sandwich and salad items. More time is recommended if ordering for groups of 20 or more, especially when hot foods are required. Due to rapidly changing food prices our menu prices are guaranteed for only 45 days beyond the date of deposit.

### Minimum Orders

Due to our quality, the quantity needed and labor involved in preparation, certain items require a minimum order to be cost effective.

### Cancellations/Changes

You may cancel your order up to 24 hours prior to delivery at no charge. Because our catering is custom-prepared, cancellation within 24 hours of an event will incur a charge of 50%.

### Delivery

There is no delivery charge for orders of \$50 or more and within a 5 mile radius. For orders under \$50 a delivery charge of \$10 will be charged. For orders over a 5 mile radius an additional \$10 for each 5 miles will be charged. Traffic, security issues, parking, construction, weather and other issues beyond our control may delay delivery. Please provide a 30 minute range of time when delivery can be accepted.

### Disposables

Disposable plates, cups, napkins, utensils and serving pieces are provided upon request at no extra charge.

### Non Disposables

China, flatware and glassware are available for an additional fee. Please call us for details.

### Serving Equipment

All items are served with disposable trays and utensils unless otherwise requested. All hot items are served in non-disposable chafing dishes. Pick-up is required on all non- disposable equipment. An additional fee will be added for pickup if outside a 5 mile radius.

### Additional Services

We are a full service caterer and can provide a wide range of services including professional servers and bartenders. Please call for more information.

### Special Request

We make every effort to honor special requests when the customer gives advance notice.

### Payment

Orders may be paid by a major credit card, company check or cash. We will provide an invoice for your order along with receipt of payment. Local sales tax is added to all orders. Tax-exempt organizations must provide certification.