



**LONE STAR**  
**RANCH**  
**& CATERING**

**DELIVERY BOOKING INFORMATION**

A contract is considered tentative until the receipt of a signed contract, advance deposit of 50% of the estimated total of the event and a credit card number to hold on file. The estimated balance owing on the event is due 5 business days prior to the date of the event.

Following the event you will be provided with a final billing for any adjustments. Any outstanding balances are due 5 business days following the event. Accounts that have not been settled within 30 days will be charged to the credit card number on file.

**Guest Count and Food & Beverage Order Requirements**

Final menu selection must be received 30 days prior to the event date or on confirmation of booking, whichever is closer to the event date. A confirmed guest count must be received 10 business days prior to the event date. These numbers may be increased to a maximum of 10% over the original confirmed guest count up to 5 business days prior to the event date. Minimum revenue requirements before taxes apply to all bookings. These minimums vary depending on the date booked. Minimum food order of \$300 required.

**Delivery Charges**

Deliveries within our primary delivery zone are subject to a \$40.00 delivery charge. Deliveries outside of the primary zone are subject to additional charges based on estimated travel time. Food orders for groups of over 50 persons may require additional labour charges depending on menu. Estimates for additional delivery and labour charges will be provided at time of booking and are itemized in the contract.

**Delivery Service**

Delivery service includes set up of your buffet table, disposable plates, serviettes, cutlery, serving utensils and blue or red checked plastic table covers.

**Pricing Changes, Taxes and Gratuities**

Prices are subject to change without notice. All charges are subject to applicable taxes. Driver gratuities are optional.

**Cancellations**

In the event of cancellation of a booking, cancellation fees will be deducted from the deposit held and any balances owing in excess of the deposit held will be charged to the credit card on file.

Cancellation fees will be based on the total estimated revenue for all food, beverage, facility, equipment and services requirements. Estimates will be based on the original booking or the most recent numbers confirmed, whichever is greater and will be levied as follows:

- ★ 72 hrs or less prior to event = 100% of the event total
- ★ 3 to 5 business days prior to the event = 50% of the event total
- ★ 6 to 21 days prior to the event = 25% of the event total

**Attrition**

Unfortunately, we do not control Mother Nature and therefore cancellations on outdoor events, due to inclement weather, are subject to the same cancellation fees as indoor events.

We understand that it is not always possible to guarantee exact guest counts when first booking. To assist with this we do allow numbers on estimated guest counts to be reduced according to the following schedule:

11 business days prior to the event – decreases to a maximum of 15% of the original booking number will be allowed with no fees levied.

10 business days prior to the event – no decreases permitted.

Note: For decreases that result in the booking becoming less than the required minimum booking size for the space allotted, additional fees will be levied to bring the event revenue up to the minimum requirement.