

Tuesday, March 24, 2020



COVID-19 Response & Event Policy Addendums;

To Our Loyal Clients & Supporters -

As of Monday, March 16, our sales offices, and commissary kitchens have been closed to the public and will remain closed until Covid-19 sanctions have been lifted for restaurants and bars in Michigan. During this time, we will continue to offer our limited yet popular individualized menu offerings for curbside drop off services. This opportunity will allow us to continue to support our staff and their families while dishing up some great food offerings for those having to service the front line or hold mandatory planning meetings and events of the like.

From the onset, we took extensive measures to ensure we were following proper guidelines and sanitation practices. In fact, we closed completely for one week to make our own assessments of the Covid-19 crisis and the steps we could take together collectively to ensure our staff and our clients, their employees and guests were as safe as possible.

Since that time and opening back up, we continue to strictly follow the guidelines of the CDC as well as food industry experts to ensure we are doing all that we can to ensure the safety of our staff, their families and our clients and guests.

This is an uncertain time for everyone. We promise to be diligent in our efforts to ensure a safe operation while offering our community some small amount of comfort in the way of great food and giant smiles. We appreciate your continued support of our business, our staff, and their families.

Update: May 5, 2020

As stay at home orders and states of emergency have been extended, many have asked what their booked event options are at this time. We have updated our policies to reflect changes and restrictions during this difficult time for us all. With events differing in nature and logistics, we have broken these policies down by event type.

Corporate Events -

- If you have a scheduled and deposited event that needs to be postponed and rescheduled due to the pandemic, you may do so without penalty within (1) calendar year of your original event date.
 - **Restriction** – Event must be of the same type, logistics and guest minimums as your original event date.
- If you have a scheduled and deposited event that needs to be cancelled due to restrictions set forth by government mandates and orders, you will receive a full refund of deposit.
- If you have a scheduled and deposited event that needs to be cancelled, that does not fall under restrictions set forth by government mandates, you are subject to forfeiture of your deposit in addition to our established contract policies.

Private Events (Informal) -

- If you have a scheduled and deposited event that you would prefer to be postponed and rescheduled due to the pandemic, you may do so without penalty within the current calendar year of your previously booked event date.
 - **Restriction** – Event must be of the same type, logistics and guest minimums as your original event date.
- If you have a scheduled and deposited event that needs to be cancelled due to restrictions set forth by government mandates and orders, and you **do not** wish to reschedule for a later time, you will receive a full refund of deposit.
- If you have a scheduled and deposited event that you prefer to cancel, that **does not fall under restrictions set forth by government mandates**, you are subject to forfeiture of your deposit in addition to our established contract policies.

Weddings & Formal Events -

- If you have a scheduled and deposited event that needs to be postponed and rescheduled due to the pandemic, you may do so without penalty within (1) calendar year of your original event date.
 - **Restriction** – Event must be of the same type, logistics and guest minimums as your original event date.

- If you have a scheduled and deposited event that needs to be cancelled due to restrictions set forth by government mandates and orders, you will receive a full refund of deposit.
- If you have a scheduled and deposited event that needs to be cancelled, that does not fall under restrictions set forth by government mandates, you are subject to forfeiture of your deposit in addition to our established contract policies.

General Notes -

- Rescheduled events are based solely on our availability during that time.
- Once you have released your original event date and/or cancelled/rescheduled the event, we cannot guarantee you will be able to revert to your original event date. Once an event is cancelled and rescheduled, your original date will be opened up back to the public for booking purposes.
- If your change in plans results in some type of refund, that refund will be paid via check within (30) days of your cancellation approval regardless of the means of original deposit form.
- Deposits, no matter the event type, date, nature, and logistics are not transferrable to any other client and or event.

While we do understand these are challenging times for all, we are trying to be as open and fair as possible realizing we are all in this together. We will do our absolute best to give our clients no matter small or large, the very best of options at the time. We also realize that in the current times, details and restrictions are at times changing by the day. We reserve the right to make needed changes to above said temporary policies as details, mandates, and the conditions around us change.

We look forward to serving all our clients in the near future. Until then, stay healthy friends.

Respectfully,

Josh Mayse
Owner – Director of Catering

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