



General Information and Policies

Visit SidecarGlobalCatering.com for our full menu selections.

614.425.4986

Contact Information

Phone: 614.425.4986

Fax: 614-863-6296

Mailing Address: 263 E. Whittier Street, Columbus, OH 43206

www.sidecarglobalcatering.com

General Email: info@sidecarglobalcatering.com

Guidelines and Policies

Ordering Process

Sidecar's standard business hours are 9:00 am to 5:00 pm Monday through Friday. For placing orders, making changes to an existing order or for general inquiries, please contact our staff within these hours.

Sidecar asks for a minimum of 48 hours prior to your event to place an order. Orders or changes within 24 hours of your event may not be honored.

Should an urgent situation arise, please leave a voicemail as we check our messages frequently.

Deposits and Payments

For all orders and events we require a credit card on file with Sidecar. In the event that payment is not made at the conclusion of the event, the credit card will be charged.

Any event totaling \$500.00 or more will require a 25% non-refundable booking deposit upon approval of the proposal or signing of a contract. Please see Cancellation Policy for information regarding refund of prepaid monies.

For large off-premise events Sidecar may request additional scheduled prepayments towards the estimated total cost of the event. All deposits and prepayments are applied to the final bill.

Final payment must be made at the time of delivery to the event. Payment may be made with Visa, MasterCard, American Express, Discover, cash or a pre-approved check.

Tasting Policy

We understand that you may want to taste some of our items before making final food selections for your event. Sidecar will host several tasting events through out the year for your convenience. If you are not able to attend one of our tasting events, we can host a private tasting for you. For clients who have already paid the booking deposit a tasting will be provided free of charge. For clients who are considering our services, a tasting fee will be charged. Please ask your Event Consultant for more information about our tasting events and tasting policy.

Guest Count Guarantees

Sidecar requires that final guest counts and order changes be made 72 hours in advance of your event. We cannot guarantee that we will be able to accommodate changes made any later than 72 hours.

Delivery Fees

Delivery pricing is priced according to your specific event location and needs. Please see your Event Consultant for pricing.

Cancellation Policy

Sidecar Global Catering realizes that there are situations that may cause you to cancel your event. For events that require a booking deposit, the deposit will not be returned.

Cancellations made:

4 weeks prior to the delivery date will forfeit 25% of all prepaid monies.

2 weeks prior to the delivery date will forfeit 50% of all prepaid monies.

2 weeks to 72 hours prior to the delivery date will forfeit 75% of all prepaid monies.

72 hours or less prior to the delivery date will forfeit all prepaid monies.

We do require that cancellations be made during the standard business hours by phone and are followed up with a confirmation email or fax signed by both parties. Cancellations placed by email or voicemail will not be accepted.

Additional Fees and Charges

Your event may require additional fees or charges that could not be determined or were unknown at the time of the proposal. If these fees are necessary, your Event Consultant will discuss them in detail with you.

Service Charge

A service charge will be applied to the food and beverage total of your event and added to your final invoice.

Service Staff

The Service Staff charge included on the invoice will cover set up, tear down, service during the event and includes all staff members involved in your event. We may itemize specific staff members i.e., carving station chef when necessary. If you feel that the staff has provided you with exceptional service you are welcome to add a gratuity to your final payment. All extra gratuities will be shared equally among the staff working your event. Gratuities are not included on the final invoice, however can be added if requested prior to the day of the event.

For situations that arise requiring staff outside of the agreed upon beginning and end time of the event, a fee of time and a half will be additionally charged to the client by the hour.

Rentals

If your event requires equipment or supplies that you or Sidecar Global Catering do not have, the rental of such items may be necessary. If Sidecar Global Catering coordinates the rental of such items, there will be an additional service charge added to the cost of said rentals. If Sidecar Global Catering coordinates the rental, we will manage the placement of the order, quantities, adjustments, and delivery of equipment, as well as assume liability for the drop off, pick up and any breakage that might occur during the event. Final changes to the rental order must be made 72 hours prior to the start of the event.

Event Planners

While Sidecar's focus is on bringing you quality food and service, we understand that you may need additional assistance in planning your event. Please ask our staff about Sidecar's list of consulting services and fees. If the needs of your event are outside of our scope of expertise Sidecar has a list of preferred vendors that we will bring in to the planning of your event and together we will create a successful event.

Preferred Vendors

Sidecar also maintains a complete list of preferred vendors for other services such as florists and photographers. Sidecar enjoys working with these vendors on a regular basis and would be happy to recommend them for your event.

Prices

Prices quoted are subject to change due to fluctuations in market prices and outside suppliers that we contract with. Any changes in pricing will be brought to your attention by your event consultant.

Liability Waiver

Sidecar is pleased to provide catering for your in-home catering events. For your protection and ours, Sidecar may require a release of liability for events held in home or on private property.

Sidecar will assist with the set up and tear down of your event as it applies to the food service. In the interest of the safety of Sidecar employees, we are unable to move furniture or large items between floors or rooms. If you require this type of assistance for your event, please speak with a Sidecar staff at the time of your booking.

Sales Tax

There is no sales tax added on food items. However, there may be sales tax added for certain rentals and beverages.

Beverages – Alcoholic and Non

Sidecar is able to provide bartenders, mixers, non-alcoholic beverages and assistance in regards to planning of type and quantity to purchase.

The State of Ohio does not issue liquor licenses to off-premise catering companies; therefore we are unable to provide alcohol for your event.

Each venue has rules unique to their location, please review the policies of the venue selected prior to booking with Sidecar.

Satisfaction Guarantee

Sidecar management and staff strive to make your catered event the best that it can. Should something not go as planned, please direct concerns immediately to the manager on duty so that we might be able to execute everything in our power to remedy the situation.





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