



CATERING POLICY

Thank you for choosing HappyGO to host your special function. To ensure a well-organized event, the following catering policies must be adhered to. Should you have any concerns, please contact a member of our Catering & Sales Team prior to booking.

1. An initial deposit, specific to the venue selected, and a valid credit card are required to confirm your event date. This deposit is due within fourteen (14) days of booking your event. This deposit will be credited toward your final invoice. Personal cheques will not be accepted.
2. Wedding and Private Event customers must submit a second deposit of 100% of the estimated balance, due fourteen (14) days prior to the date of the event. Any remaining balance is due upon receipt of invoice. After 30 days, outstanding balances will be charged to the credit card on file that was provided upon booking, unless alternate arrangements are made. Personal cheques will not be accepted.
3. Association, Convention and Corporate customers must submit a second deposit of 80% of all estimated food and beverage costs due fourteen (14) days prior to the date of the event. Any remaining balance is due upon receipt of invoice. After 30 days, outstanding balances will be charged to the credit card on file that was provided upon booking, unless alternate arrangements are made. Credit balances will be returned following the event.
4. Your HappyGO Catered Event Planner must be advised of the general details and menu selections no less than fourteen (14) days prior to the date of the event. If no menu food & beverage selection has been provided, our Chef will make a suitable choice on your behalf.
5. When ordering special dietary meals the following information must be provided: guests' names, table numbers (if applicable) and dietary restrictions. Customers must provide their guests with a place card indicating their special order. The cards should be presented to the assigned on-site catering staff member to ensure the guests are served the appropriate meal.
6. When offering guests a choice of entrée selection (up to a maximum of two (2) entrées), the client must provide the breakdown of each entrée selection to the Event Planner a minimum four (4) business days in advance, and must provide each guest with a place card indicating the entrée selection. The entrée selection must be indicated on the place card provided by the client with either the written entrée or initial. The place cards should be clearly visible to the on-site catering staff to ensure the guests are served the appropriate meal.
7. All prices and menu selections are subject to change and will be confirmed no more than ninety (90) days prior to the date of the event. All food and beverage is subject to an 18% gratuity fee. Food and beverage costs are GST exempt.
8. If you do not purchase a full meal per person and/or do not meet the minimum food spend (not including beverages or gratuities) for your selected venue, as outlined in your confirmation letter, a surcharge will apply.
9. A venue rental fee will apply for all venues. Rental fee includes standard table settings, linens, centerpieces (except Irthe Tents), and uniformed service staff.
10. Gate admission fees may apply for events that are scheduled during hours of operation.
11. Cancellation must be received in writing. Cancellation of a confirmed event and/or service, less than six (6) months prior to the date of the event, shall incur a cancellation fee based upon the following scale:
 - Six (6) months to one (1) month from event date: 60% of estimated revenue
 - Less than one (1) month to eight (8) days from event date: 75% of estimated revenue
 - Seven (7) days or less from event date: 90% of estimated revenue.Cancellations of a confirmed date, more than six (6) months prior to the date of the event, shall receive a full refund.
12. *Estimated revenue is equal to the cost of the venue rental fee and minimum food spend not including gratuities. While every effort is undertaken to provide a safe environment, all activities are assumed at the risk of the customer and their guests.

14. HappyGO shall be notified of the guaranteed number of guests attending the event a minimum of four (4) business days prior to the date of the event. Should no guarantee be received, HappyGO will prepare and charge for the last contracted number quoted. The customer will be invoiced for the guaranteed number or the actual attendance, whichever is greater.
15. HappyGO will advise on the optimum venue set-up for your event. Fees will apply for special and/or late set-up requests within three (3) business days of the event.
16. In accordance with health regulations, any leftover food and beverage remains the property of HappyGO, and may not be removed. Buffet service will be restricted to a maximum of one and one half (1.5) hours.
17. In accordance with fire regulations, event attendance shall not exceed licensed maximum capacities.
18. Fire regulations prohibit the use of open flame candles and sparklers. The wick must be covered and contained by a minimum of 2 inches. The use of smoke/fog machines is not permitted.
19. HappyGO is pleased to provide a smoke, vape and cannabis-free environment. Designated smoking/vaping areas are provided outside of each venue.
20. Entertainment, as well as the serving of alcoholic beverages, shall not be permitted after 1:00 am for all indoor events. Due to noise by-laws, entertainment, as well as the serving of alcoholic beverages, shall not be permitted after 11:00 pm for all Tent events.
21. HappyGO is unable to accommodate menu tastings and samplings.
22. HappyGO is unable to accommodate wedding rehearsals.
23. HappyGO reserves the right to substitute an alternate venue suited to the size of your group.
24. HappyGO shall be the sole supplier of all food and beverage at all functions – wedding, anniversary and birthday cakes are the only exceptions. A handling fee will apply.
25. The customer is responsible for the conduct of their guests. The customer is also responsible for the costs of any missing HappyGO property or damages caused by guests, as assessed by HappyGO.
26. HappyGO is not responsible for any damaged or missing articles.
27. The use of tacks, nails, command strips or adhesive tape is not permitted. Balloons are not permitted. The throwing, or use in any way, of paper confetti, metallic confetti, flower petals, birdseed or rice is not permitted. A \$500 clean-up fee will apply.
28. Access to venues by the guests is permitted no earlier than one (1) hour after closing; access for vendors is permitted no earlier than thirty (30) minutes after closing.
29. HappyGO must be notified of all entertainment. All entertainers must follow HappyGO guidelines. SOCAN and Re:Sound fees will apply. For third party entertainment arranged by a HappyGO Catered Event Planner, a 15% booking fee surcharge will apply.
30. Entertainers are not permitted to hang any equipment or lighting from the ceilings or fixtures. Electrical and set-up requirements must be confirmed with your Catered Event Planner.
31. Customer deliveries must be pre-arranged with your Catered Event Planner. Deliveries to the HappyGO warehouse must be received between 9:00 am and 3:00 pm. All items must be boxed and clearly labeled. Does not assume responsibility for damaged or missing articles. A handling fee may apply.
32. Customer vehicles must be removed from the Event Site by 1:30 am. Any vehicles left overnight within the Event Site will be towed at the client's expense, and added to the final invoice. Vehicles can remain parked in the public parking lots outside the Event Site overnight. Standard parking fees apply.
33. If you dispute the validity of any specific charge on your invoice, you must inform us of such dispute within 14 days of receipt of invoice.

Please complete (print) and sign, indicating that you have read and understand the above policies. Return to Your Event Planner by email happygocatering@hotmail.com or phone 403.814.0576

Company/Group Name	Organizer	Event Date
Event Number	Estimated Attendance	Signature
		Date