



**Viva Events & Catering**

O:212-203-2149

225 East 57<sup>th</sup> street New York, NY 10022

## **TERMS & CONDITIONS**

### **1. DEPOSITS, PAYMENTS, AND COLLECTION**

#### **DEPOSITS**

Deposits are not required. Payment is collected upon delivery or pickup.

#### **PAYMENT**

For security reasons, we do not accept cash. The following payment methods are accepted:

- Company check
- Credit card; Visa, American Express, Mastercard

Deposits are required for catered events over \$2000. 50% of the invoice is due at time of contract signing and acceptance by the client.

Viva will refund deposits for events cancelled within eleven (11) days prior to the scheduled date.

Cancellations within **10** days of the scheduled event, deposit will not be refunded.

Cancellations within 9 days of the event will result in full invoice charge.

### **2. COLLECTION**

No deposits are taken at the time of delivery for orders under \$2000.

Credit Card: We collect 100% of any order purchased by credit card on the day of the scheduled delivery.

### **3. SPECIAL ARRANGEMENTS**

Silver trays, linens, staffing, rentals, and chafing dishes are available upon request. Event Management, set up, breakdown and staffing available.

Special arrangements can be coordinated by calling:  
1-212-203-2149

### **4. ORDERING GUIDELINES**

#### **SECURITY**

It is important for us to facilitate your delivery orders to the best of our ability. Please inform us of any special security requirements or elevator restrictions in your building so we can make the proper arrangements for an easy delivery. All delivery personnel will have proper identification.

#### **LAST MINUTE OR SAME DAY ORDERS**

We accept last minute orders without penalty and in most cases require only two hours notice to fulfill your order. In the event we're unable to fulfill your request, you will receive a phone call immediately by one of our catering specialists.

#### **FUTURE ORDERS**

You may place your catering order online for pickup or delivery up to four weeks in advance.

#### **ORDER MINIMUMS**

There is a 6-guest minimum to every menu item unless otherwise noted.

#### **RETRIEVABLE ITEMS**

Retrievable items such as coffee urns, chafing dishes, fine china, and other pieces of house equipment are picked up the next day or upon the conclusion of your event. Damaged equipment is subject to additional charge.

### **3. OUR SERVICE**

Hours of operation Monday – Friday 6:00AM – 7:00PM

Either online or by phone at 1-212-203-2149, we are available to provide you with service seven days a week. If you need catering service that is not within our regular schedule, please call us and we'll do our best to accommodate your needs.

### **4. DELIVERY AREA**

We deliver to the entire island of Manhattan, Bronx, Queens and Brooklyn. A 10% service fee will be applied to every order.

Please Note: Deliveries above 110th Street in Manhattan and deliveries to boroughs other than Manhattan are subject to a \$1000 minimum order and 10% service fee.

### **5. DELIVERY METHODS**

Viva will deliver to you based on the agreed upon area detailed in section 4. If you would like to arrange a pick up reach out to us at 212-203-2149

### **6. SPECIAL INSTRUCTIONS**

We allow customers to type in any special instructions on a per menu item basis.

### **7. ONLINE ORDER CANCELLATION AND CHARGES**

Change of appetite? It happens—and we understand!

We allow you to cancel or make changes via email to your catering order without penalty as long as you notify us at least 24 hours prior to your delivery.

Change your delivery date and time

Add or decrease the quantity of an item.

Remove items from your order

Change special instructions

## **8. PRICING**

All menu items are priced per guest unless otherwise noted. Prices do not include sales tax and are subject to change.

## **9. MENU AND PRESENTATION**

Items are elegantly displayed on disposable plateware, if requested, on ceramic platters, baskets, or silver trays. Please reach out to Viva for more options this will effect the quote.

Paper supplies and appropriate condiments are always included with all orders at no additional cost.

## **10. CUSTOMIZED ORDERS AND DIETARY REQUESTS**

Special dietary needs and customized menu creation can only be accommodated via phone or email.

## **11. GRATUITY**

Customers are under no obligation to tip delivery personnel. However, traditionally delivery personnel tips range from 10 to 20 percent of the order total.

## **12. CANCELLATIONS AND REVISIONS POLICY**

Customers may cancel or revise an order in writing via email up to 24 hours prior to delivery. Customer will be charged for 50% of the total order if cancelled within six hours of delivery. We will try in every way to accommodate any changes and cancellations, however, because our product is perishable, cancellations within 1-2 hours of delivery may incur a full charge.