

## QUICKSAND CATERING POLICIES AND ORDERING GUIDELINES

### WE'VE GOT YOU COVERED

The Quicksand Catering experience is both easy and secure. When you place an order, you can feel confident that your credit card information is protected by our secured server. Our online ordering servers are hosted by Netwaiter and Authorize.net which is PCI DSS compliant. The most stringent security measures are always in place to protect for loss, misuse or alteration of the information under our control. We use encryption technology to protect your sensitive personal information stored on our servers and while being transmitted over the Internet. Your information is always stored in this fashion and is never transferred without encryption.

### ORDERING POLICY

Online ordering cut off time is 5:30 pm for next day delivery. Please place your online orders as early as possible to ensure timely processing. (Some hot menu items may require longer notice. Menu may be subject to substitutions if less than one days notice is given). After 5:30p.m., we cannot guarantee product selection or delivery and a Rush Fee of 10% may apply. Same day delivery may not be possible and we would inform you when delivery could be made. Please note that our hot food selections must be ordered 24 hours prior to your meal. Our delivery hours start as early as 10:00am. Our office hours are 8:00am-5:00pm Monday through Friday, therefore, orders placed late Friday or over the weekend are not confirmed until we have contacted you to arrange for delivery and confirm your event information. We have after hours voicemail, so weekend orders are usually not a problem.

### DELIVERY TIMES AND CHARGES

Catering delivery is available Monday – Friday from 10am – 6:00pm with a minimum subtotal of \$50.

Our schedule of delivery zones is as follows:

Ocean (West) - Ocean Park (South) - Montana (North) - Veteran (East).....\$10

Venice (South) - Sunset (North) - Century Park East (East).....\$15 (Includes Culver City)

Downtown LA businesses .....\$25 (\$500 Minimum, 24 hours notice)

Out of area deliveries are available anywhere in the L.A. basin with advanced notice. Delivery fee will vary depending on driving times and gas consumed. Same day catering orders and deliveries can often be accommodated. We go out of our way to facilitate every reasonable order, so please contact us immediately at 310-439-9170 for prompt assistance.

No service charges will apply on orders picked up by clients. On deliveries we recommend clients add ½ hour prior to their event start time when placing their orders. Also note, our drivers may arrive as much as 15 minutes ahead of your scheduled delivery time to account for circumstances due to traffic, bad weather or delay in entering secured office buildings, to name a few.

#### A NOTE ON CANCELLATIONS AND REVISIONS

We would like 24 hour advance notification of cancellation, however we may be able to cancel any orders if we have not completed the order. If there are costs incurred as a result of your cancellation, client will be billed for those costs and not the entire cost of the event. Please call us at (310) 439-9170 to cancel an order. Do not email or fax last minute cancellations. Clients must speak directly to one of our catering coordinators. A voice mail notification is not a valid cancellation. Late order changes may not be fulfilled, it depends on our kitchen schedule that day. Your changes are not confirmed until we have contacted you either by email or a phone call from our catering coordinators to confirm your changes.

#### PAYMENT TERMS AND GRATUITY

In addition to cash and credit card payments, Quicksand Catering does accept company checks in advance or on delivery of order. For established companies requiring purchase orders or terms, you may set-up a house account with terms of net 15 days. Account over thirty (30) days shall accrue interest at one and one half (1-1/2%) per month. Any other terms can be prearranged with us by contacting Jeff at (310) 439-9710. Gratuities are not required and are not automatically added to your invoice but they are graciously accepted by our staff.

#### SALES TAX

Sales tax, currently at 9%, is applied to all orders. Tax-exempt organizations must provide a tax letter with first order.

#### PRICING

Prices on our menus and website may be subject to change due to market price fluctuation and product availability. Substitutions and additions on any menu will reflect price changes on the final invoice. We recommend clients request a new price quote if there are any additions or substitutions. Price changes may vary.

#### MMM, LEFTOVERS....

We are happy to furnish take-out boxes with your catering order for leftovers.

Note: Please be advised that certain Leftovers may be out of the safe serving temperature and not safe for consumption. We do not recommend serving leftovers after the event as we cannot anticipate how long leftover food has been held at unsafe temperatures, nor are we qualified to evaluate the condition of the leftover food. Under no circumstances can leftover food be given to guests. The client will assume full responsibility for any liability as a result from consuming leftover food after the event.

#### PRIVACY POLICY

By completing any application/forms on this Web site, you are offering data to Quicksand Catering that it will keep private and use only as described here.

Quicksand Catering will not sell, give away, or otherwise distribute your personal information that has been collected through this site, either in the near or distant future, without first contacting you and receiving your explicit permission.

Your information on our database will be used solely by Quicksand, both to fulfill the service to you as described within the site, and for future correspondence with you. (For example, we might contact you at some future date, to make an offer, or to discuss a past service.)

If you wish to be removed from our correspondence lists (to be no longer contacted by us), please let us know by email, and we will honor your request.