

# Catering From Pumpkin Hill

## **POLICIES & PROCEDURES** **On Premise Events**

Based on the time of year and time of the Event, a Room Charge may apply.

Adherence to times as agreed upon in your contract is mandatory, as other groups may be booked prior or after your event. If your times change, please contact our management so that every effort can be made to accommodate you.

Events are set up 1 hour prior to the event. If earlier access is needed for decorating, there will be an early set up fee charged.

The interior of Pumpkin Hill Bistro is unique. We ask that no nails, pins, staples and tape be attached to any surfaces. Any decorations must be pre approved.

No smoking in the building or on the front porch or Pergola area. Smoking is permitted in the front lawn, and parking area only. Special floor plans and seating must be arranged ahead of time. No chairs, tables or any other furniture may be moved without approval by management.

## **Beverage Service**

We offer Beer and Wine Service Only at this time. Please note that the State of New York regulates alcoholic beverage sales and services. Pumpkin Hill Winery and Bistro is responsible for the administration of these regulations. Therefore it is the policy that no liquor, beer or wine may be brought into or carried out of Pumpkin Hill Bistro without the express permission of the management. In addition, anyone supplying their own alcohol for any given event will be responsible for supplying the labor necessary to set up and serve, tear down and pricing of the alcohol service. No Exceptions. For off- site Events, if Pumpkin Hill Bistro is providing Food only, our staff will leave after food is served and cleaned up.

## **Deposits**

All deposits are required at the time your event is confirmed and contracted. All deposits are non-refundable and will be applied to your final bill.

## **Deposits and Billing**

A non refundable deposit is due at the time your event is confirmed to secure the date and time desired.

Upon contract signing, additional deposits are required in 2 to 3 installments, based on the size of the event.

The second installment would be for 25%/50% of the total estimated revenue. The third installment would be for 50%/75% of the total estimated cost. Any remaining balance is due at the conclusion of the event. All advance deposits are non refundable and will be applied to your final bill.

### Deposits Required to secure the Event Date

- Events up to 20~\$50.00
- Events up to 50~\$100.00
- Bookings for the entire Restaurant~ \$500.00
- Catering Events, on premise~\$750.00
- Catering Event Off site ~\$ 1000.00

All advance Deposits are non- refundable. We accept checks, all major credit cards.

## **Pricing and Final Guarantee**

Quoted prices are subject to proportionate increases to meet increased cost of food, beverages and labor. Menu prices for your event will be confirmed 30 days prior to the event. All food and beverage purchases are subject to the prevailing sales tax and service charge percentages. For tax exempt organizations, a copy of your exemption certificate must be received with your signed event contract. Minimum guaranteed attendance must be received within fourteen days prior to the event. If the attendance falls below the guaranteed number the client will still be responsible for the guaranteed number indicated 14 days prior.

## **Service Charges and Taxes**

On all food and beverage events, there will be a service charge of 20% and applicable sales tax applied. All prices quoted are exclusive of service charge and tax. Sales tax is calculated on food, beverage and service charges. New York State Law states that service charges are subject to state tax.  
Cancellation Policy

Should you decide at any time to cancel a function, The following cancellation policy applies: Within 2 to 6 months prior 50% of estimated cost revenue, within one to two months 75% of estimated revenue, within one month 100% of estimated revenue will be charged.

## **Pumpkin Hill**

2051 Route 90, Aurora NY 13026  
(Top of the First Hill South of the Village of Aurora)  
(315)364-7091