



Market Basket Catering Information & Cancellation Policy

CATERING OFFICE HOURS

Monday-Friday: 9:00am-5:00pm | Saturday: 9:00am-4:00pm | Sunday: By appointment only

ORDERING GUIDELINES

To reserve a catering date a deposit will be required. We are under no obligation to reserve any staff, food or delivery for your event without a deposit received.

To ensure availability, changes on catering orders require a 72 hour notice.

There is an added charge for our delivery service. Please inquire when placing your order.

There may be a pick-up charge for equipment supplied to you for your event, inquire with one of our catering consultants.

Early morning delivery charges may apply. Please inquire for details.

SERVICE STAFF

Service Staff: (Waitstaff, Bartenders, Chefs, Grillers) For the current service staff rates, please speak to a Market Basket Catering Consultant.

Each staff person is guaranteed a minimum of 5 hours.

The total hours are based on each staff person's travel time, set-up time, serving time and clean up time.

GENERAL INFORMATION

Prices contained in our menus are to assist you in estimating your bill.
Please contact a catering consultant for final prices & sales tax.

Prices are subject to change without notice.

Paper Goods are supplied at an additional charge & are not included in any of our buffets unless otherwise stated.

Contact: (201) 891-2000 | www.marketbasket.com | 813 Franklin Lake Rd, Franklin Lakes NJ



PAYMENT INFORMATION

All credit card payments will include a 2% credit card processing fee on your order total.

All orders that do not have a deposit schedule must have a form of payment on file at the time of order placement. All orders must be paid 72 hours prior to your order date.

An order is not confirmed until we have received your form of payment or a payment link has been received.

Pick-Up orders shall be paid in full before time of receiving order. This includes holidays.

Orders providing payment in cash must pay prior to receiving your order at our courtesy booth. Same-day orders must be paid at time of placing order.

We currently are unable to accept Market Basket gift cards as catering order payment at this time.

Once your order has been paid, your form of payment cannot be altered.

NO-SHOW POLICY

If you do not pick-up your catering order or refuse delivery for any reason we are not obligated to provide your order and you will not be offered a full or partial refund.

CANCELLATION POLICY

*This does include poor weather conditions. *
72 full hours is required to cancel your party without penalty.

Before 48 hours notice... You will be charged the 5 hour minimum for each service staff, the total bill for any rentals you may have and 20% of your food total including any rentals.

Less than 48 Hours... You will be charged the 5 hour minimum for each service staff, the total bill for any rentals you may have and 50% of your food total.

Less than 24 hours notice... you will be charged 5 hours minimum for each service staff, the total rental bill and total food bill.

Peak season cancellation guidelines may apply.



GENERAL CATERING POLICY INFORMATION

New Catering Payment Policy: For all delivered catering orders \$500.00 or less, we now require a 90% deposit upon placing the order. Orders over \$501.00 will require a 50% deposit at the time the order is placed. Final payment will be on the same credit card as the deposit unless otherwise specified and will occur upon completion of the order.

For orders over \$5000.00, a Catering Contract will be executed. There will still be a 50% deposit due at the time of the signing of the agreement. 20% will be due on or before the Event Date. The balance will be due Net 30 upon receipt of the Final Invoice.

Proposal Charge: for us to continue to plan your event past this initial proposal, a deposit will be required as outlined above. To cover the cost of our event coordination, estimating and planning thus far, market basket will assess a Ten Percent (10%) non-refundable fee which will be subtracted from your deposit refund should you elect to not use our services.

***UNTIL WE HAVE RECEIVED A DEPOSIT FOR THIS EVENT, AS OUTLINED ABOVE THIS IS JUST A QUOTE. WE ARE UNDER NO OBLIGATION TO RESERVE ANY STAFF, FOOD OR DELIVERY SLOTS FOR YOUR EVENT.**

For additional information please give our Catering Department a call and one of our team members would be happy to assist you - (201) 891-2000.