

THE TERRACE

CATERING INFORMATION GUIDE

PRICING & MENUS

- Standard Drop-Off starts at \$15 per guest: one entrée, two sides and bread, chosen from menus feasible at the starting price.
- Additional entrées, appetizers, salads, desserts, premium proteins and custom preparations are quoted separately.
- Metroplex delivery is included. For locations outside the standard Dallas–Fort Worth Metroplex service area, an extended-distance fee starting at \$15 may apply; the exact charge is stated in your proposal.

DROP-OFF SERVICE OPTIONS

- Standard: Food preparation, packaging, one scheduled drop-off and the serving utensils required for the order.
- Premium: Food, one scheduled drop-off, agreed buffet setup, and our standard disposable plates, cups, napkins and cutlery.
- Special colors, upgraded disposables, added equipment, multiple delivery locations or unusual setup needs are quoted separately. On-site staffing, guest service and cleanup are not included unless separately agreed in writing.

HOW BOOKING WORKS

- Submit an inquiry with event date, location, guest count, menu preferences and service choice. We review feasibility and provide a written proposal after details are agreed.
- Quotes are valid for seven calendar days or until the applicable booking deadline, whichever comes first; receiving a quote does not reserve a date.
- A 50% deposit is due when the proposal is accepted; larger events may have alternative written terms. Standard remaining balances are due seven calendar days before the event.

IMPORTANT — The minimum advance-notice period begins ONLY when the proposal is accepted AND the deposit is received. An inquiry or unpaid quote does not confirm your booking.

Example: A quote is received October 13 and the deposit is paid October 19 for a November 5 event. October 19 is the confirmed booking date, leaving 17 days of preparation time.

GUEST LIMITS & ADVANCE NOTICE

- Up to 20 guests: A seven-day rush request may be considered, subject to express approval and availability.
- 21–74 guests: At least 14 days from confirmed booking to event.
- 75 guests or more: At least 30 days.
- Weddings and major events: At least 60 days, regardless of guest count, unless an exception is explicitly approved.

These limits allow adequate time for sourcing, food preparation and quality control, reducing last-minute disruptions for your event.

RUSH BOOKINGS ARE NOT GUARANTEED. BOTH RUSH FEES ARE NONREFUNDABLE: \$75 STANDARD DROP-OFF / \$150 PREMIUM DROP-OFF. Rush fees are in addition to the quoted catering price.

PRIVATE DINNERS & SMALL GATHERINGS

- Private dinners begin at \$250 per booking, including intimate occasions with only two guests. Final pricing reflects menu, headcount and service needs; requests for more than 10 guests are treated as catering inquiries.
- Private dinner requests generally follow the same confirmation and payment process; seven-day short-notice requests may be considered by approval. Exact scope and pricing are specified in the proposal.

CANCELLATION, PAYMENT & CLIENT RESPONSIBILITIES

STANDARD CANCELLATIONS: Cancel at least seven calendar days before the event to qualify for a full deposit refund under the agreed terms. Cancellations fewer than seven days before the event forfeit the ENTIRE deposit.

- The final balance is due seven calendar days before a standard event. Menu or guest-count reductions must be communicated before the final-payment deadline; later reductions do not guarantee credits or refunds.
- Missed payments: If payment is late, The Terrace will contact the client within two days. Any extension must be approved in writing. If the balance remains unpaid and no approved arrangement exists within 48 hours of the event, The Terrace may cancel the event and retain the deposit under the agreed terms. No unpaid event is guaranteed to proceed.
- Rush payments: Deposit and applicable nonrefundable rush fee are due at confirmation; remaining balance is due three calendar days before the event. Rush cancellation treatment of the deposit will be stated in the rush proposal.

FOOD HANDOFF: The Terrace is responsible for food during preparation, transportation and any agreed setup. After delivery and handoff are completed, the client is responsible for service, safe holding temperatures and storage. This does not waive responsibility for problems arising before handoff.

REFUND PROCESSING

- When a refund is approved, we aim to initiate it promptly, generally within 3–5 business days. Refunds are processed through Square and confirmations are provided. Funds may take approximately 5–14 business days to appear depending on Square and the financial institution.

ADDITIONAL OFFERINGS — INQUIRE FOR A QUOTE

- Charcuterie boards, grazing tables and small gathering displays may be available based on guest count, setup requirements, ingredient selection and availability. These are individually quoted and are not included in the \$15-per-person catering package.
- All bookings and additional services require a finalized proposal and written confirmation. Event-specific agreements govern the final scope and payment terms.