

Catering Policies

Upstairs Downstairs Catering strives to provide the finest food and service to ensure your event is a success

Guarantees

A guaranteed number of guests is required seven working days prior to the function. The number may not be decreased once it is confirmed. However, increases may be made up to two working days prior to your event.

Sales Tax

A 5.5% WI Sales Tax is added to all orders unless your company is tax exempt. Tax exempt groups must submit a copy of their tax exemption certificate prior to their function.

Service Charge

All events requiring service staff are subject to a 20% service charge. We reserve the right to determine the number of staff members to ensure quality service levels. Traveling fees will apply to areas outside of Madison.

An additional fee of 12% will be added to all Warner Park, Vilas Zoo & Monona Community Center events. An additional fee of 10% will be added to all Lussier Center, Fitchburg Community Center and Waunakee Village Center events. Turner Hall has an additional fee of 15%. An additional fee of 10% will be added and billed directly by The Brink Lounge.

Deliveries

Disposable deliveries will be charged \$15.00 per delivery. Returnable deliveries will be charged \$20.00 per delivery. Delivery is free for orders over \$450.00. No service charges are assessed for deliveries.

Minimums

Breakfast deliveries require a minimum of \$200.00 in food or beverage, not including delivery charge. Lunch deliveries require a minimum of \$120.00 in food or beverage, not including delivery charge. Plated Lunches & Dinners and Picnics require a minimum of 25 guests.

Deposits & Payments

All large corporate functions (company picnic, holiday party, etc.) require a 50% deposit with a signed contract. The remaining balance will be billed the first business day following your event. All payments are due 10 days after billed.

Prepayment is preferred for all deliveries. If an event is prepaid, an invoice will accompany your delivery. However, we are happy to electronically bill you the first business day after your event. All payments are due 10 days after billed.

We accept Check, Cash, Visa, MasterCard, American Express & Discover Cards.

Set Up Charges (Tables & Chairs)

Set up charge is \$100.00 for groups of 100 or less, \$150.00 for groups of 101 to 200, \$300.00 for all groups of 201 to 300. For groups exceeding 300 please ask for rates. This amount includes set up or break down of all tables & chairs.

Upstairs Downstairs Catering
Phone: (608)256-4600 • Fax: (608)256-5029
www.updowncatering.com

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China & Linen Rental

China is billed at the following rate:

Full China for Lunch	\$1.50per person
This includes Lunch Plate, Silverware & Linen Napkins	
Full China for Hors D'oeuvres Parties.....	\$0.75per person
Includes Hors D'oeuvres Plates & Silverware	
Individual China & Stemware.....	\$0.50 per piece

Linen is billed at the following rate:

Table Linens.....	\$4.00 each
Linen Napkins	\$0.50 each

Skirting is provided at no additional cost. Paper products are provided at no additional cost.

Leftover Food

The Health Department requires that food extended in temperature may not be released to you or your guests. Any extra food not past the extended time (4 hours after leaving the oven or refrigerator) may be packaged by our staff for an additional fee of \$25.00.

Cancellation Policy

A 48 hour notice is required for deliveries. Any cancelation with 47 hour to 24 hour notice will be accessed a \$25.00 charge. We are sorry, but all cancelations with less than 24 hour notice will be billed at full price minus any delivery fees.

A 30 day notice is required for contracted events. All cancelation without a 30 day notice will be accessed a \$100.00 charge.

Cancelations made without proper notice will be the customer's responsibility

Menu and Prices are subject to Change without Notice