

## **Kouyate's Cuisine Catering Menu Policy and Procedures**

**Contact Information:** Email: [kouyatescuisine@gmail.com](mailto:kouyatescuisine@gmail.com) Phone: 484-241-1670

### **Hours of Operation:**

Monday: 9:00 AM - 5:00 PM

Tuesday: 9:00 AM - 5:00 PM

Wednesday: 9:00 AM - 5:00 PM

Thursday: 9:00 AM - 5:00 PM

Friday: 9:00 AM - 5:00 PM

Saturday: Closed (by appointment only)

Sunday: Closed (by appointment only)

### **Placing an Order:**

All catering orders must be placed at least 5 business days in advance.

Orders can be submitted via email or phone. Catering orders can be submitted online:

### **Late Orders:**

If your event is less than 3 business days away, please contact us directly to discuss the possibility of accommodating your request.

### **Event Time:**

We strive to have every catered event ready 15 minutes prior to the confirmed start time.

Please provide an accurate start time for your event when placing your order.

### **Extended Meals:**

We allow 2 hours of service for every catering order. Additional charges may apply for extended mealtimes.

### **Confirmation of Order:**

Once you receive your catering invoice, please review it to ensure all the information is correct.

A signed invoice and full payment are required at least 3 business days in advance.

### **Guaranteed Attendance:**

A guaranteed number of guests must be confirmed no later than 5 business days in advance.  
This number is not subject to reduction.

### **Cancellations:**

Cancellations must be made at least 3-5 business days in advance.

If cancellation is made 2 business days in advance, 50% of the invoice total will be billed.

If cancellation is made 1 business day in advance or on the day of the event, the full invoice amount will be billed.

### **Equipment and Supplies:**

Kouyate's Cuisine provides all necessary supplies and equipment for catered events.  
Equipment may not be removed from the event.

As the event contact, you are responsible for the safekeeping of all catering equipment.

Any lost or damaged equipment will result in additional charges.

### **Leftovers:**

All leftover food remains the property of Kouyate's Cuisine and will be removed from the event 1 hour after the event start time.

### **Alcohol Policy:**

Kouyate's Cuisine does not provide alcohol service.

### **Pricing and Availability:**

All prices are subject to change. Due to seasonality, certain items may not be available.

Substitutions to the catering menu are not allowed.

### **Acceptable Forms of Payment:**

Catering invoices may be billed to either a private party or a business account.

The full balance is due 3 business days in advance.

Acceptable forms of payment include cash, check (made payment to Kouyate's Cuisine), or

major credit card. 

### **Kouyate's Cuisine Staff:**

Our staff will set up your catering order and return to clean up. Staff will remain at the event to assist in serving hot buffet meals. If the event contact would like additional Staff for serving an event will result in an additional charge.

Service includes high-quality paper and plasticware, appropriate serving pieces and equipment, and linens for food tables.

**Additional Fees:**

Sales tax will be applied at the current rate.

A 6% service charge will be added to all events.