

## Sno-Isle Tech's Le Bistro Catering Policies and Procedures

<p><b>Sno-Isle Tech Skill Center and our programs are dedicated to the education and safety of our students first. With that in mind we are constantly evolving and expanding our curriculum as well as our protocols to reflect modern safety and sanitation standards in the industry. This is solely so we can bring the best experience possible for students and customers alike. We have adopted other leading industry standards in our policies to reflect what is currently happening in our field and unfortunately, we are not on the same timeline as a commercial kitchen due to the protocols we must follow that are set by the state health department as well as our district's policies. We have set a high standard for ourselves as professionals and our guests have come to expect those standards to be met, for us to ensure that we can provide that level of service for our customers we must make sure we follow these policies.</b></p>	
<b>Operating Hours</b>	Our operational days align with Mukilteo School District, no holidays or weekend options are available. Catering is available Tuesday through Friday from 9:30 AM to 7 PM.
<b>Placing an Order</b>	All catering orders must be placed at <u>least 3 weeks in advance</u> . Catering orders must be placed through the phone or email communication with the Restaurant Manager at 425.356.1709. <u>Menus must be selected and finalized when placing order.</u>
<b>Entertainment Entity</b>	If using any type of entertainment in the dining room space, Restaurant Manager <u>must be notified at time of booking</u> , to have ample time to coordinate with Entertainment Entity for set up of the dining room space. Host is welcome to extend final guest count accordingly to provide food for entertainment guests. **No animals of any type are allowed in dining room, with the exception of certified service animals
<b>Order Minimums</b>	<ul style="list-style-type: none"> <li>• Breakfast Menus- 6 guests</li> <li>• Boxed Lunch - 5 guests</li> <li>• Small Bites Menu- 10 guests</li> <li>• Entrée Menus- 10 guests</li> </ul>
<b>Le Bistro Seating Maximums</b>	<ul style="list-style-type: none"> <li>• Table Service- 30 guests</li> <li>• Buffet Service- 65 guests</li> </ul>
<b>Rush Fee</b>	Orders placed with less than 3 weeks in advance notice will result in a 15% rush fee.
<b>Event Time</b>	It is our goal to have every catered event ready 15 minutes prior to the confirmed start time. When placing an order, make sure you are providing an accurate start time for your event.
<b>Confirmation</b>	Once you receive your catering invoice, check to make sure the information is correct. A signature on the invoice and the catering contract paperwork is required at least 3 business days in advance. By signing the invoice, you are agreeing to Le Bistro's catering policies. You are also confirming the information provided on the invoice is correct. If the required paperwork is not submitted on time, your catering may be cancelled.

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<b>Guaranteed Attendance</b>	<p>Final guest count will be provided by the host and given to Restaurant Manager 8 business days prior to the event.                      Invoice will state final guest count number for your convenience.</p>
<b>Equipment and Supplies</b>	<p>Caterer will provide:</p> <ul style="list-style-type: none"> <li>•Plates, napkins, flatware, and cups for all meals</li> <li>•Linens for food tables and napkins</li> <li>•Appropriate serving utensils and equipment                             <ul style="list-style-type: none"> <li>○ Equipment may not be removed from any catered event. Host is responsible for safekeeping of all catering equipment. We will confirm the equipment provided at every event with the host. Any lost or damaged equipment will result in additional charges</li> </ul> </li> </ul> <p>Caterer will NOT provide:</p> <ul style="list-style-type: none"> <li>•Containers for leftovers</li> </ul>
<b>Food</b>	<p>Refer to menus posted on website.                      Menus must be selected and finalized when placing order.</p> <p>Substitutions to the catering menu are not permitted, however we will accommodate for dietary restrictions with advanced notice.</p>
<b>Price Increases</b>	<p>There may be increases in prices due to unforeseen changes in market conditions at the time of your event. We will communicate these increases to you in advance. We will require written confirmation that you agree to pay these increased prices. Alternatively, we reserve the right to make reasonable substitutions and will inform you before doing so.</p>
<b>Severe Weather</b>	<p>Severe weather is defined as WA State closing, Interstate Road Closings, or Acts of God (Tornado, Earthquake). Any cancellation received within 36 hours of an event due to severe weather will result in a charge of 30% of the bill to cover the food costs. Any cancellation received with more than 48 hours noticed due to severe weather booked event will be canceled with no charge and deposit returned.</p>
<b>Cancellations</b>	<p>All cancellations must be made at least 3 working days in advance. If the cancellation is made 2 working days in advance, you will be billed 50% of the invoice total. If the cancellation is made 1 working day in advance, or on the day of the event, the full amount of the invoice will be billed.</p>
<b>Notice</b>	<p>We reserve the right to refuse service to anyone.</p>