

Catering Policies

Services

Complete event planning services are available for your event. All details including meal selection, number of guests expected, equipment requests, and special arrangements should be made 48 hours prior to the event date. If catering times change after booking, please contact the sales and catering department who will make any changes to the contract. All catered events include high quality disposable dinnerware. China, linen, glassware and silverware can be provided for an additional cost.

Deposits / Billing

A deposit of at least 20% is required for all bookings. All functions must be paid in full, two weeks prior to the date of the event unless billing privileges have been established. Direct bills not paid within 30 days of receipt, will be charged an additional 1.5 % on all unpaid balances. Groups claiming Missouri sales tax exemption must provide official documentation to the sales office upon signing of the contract. Orlando's will accept cash, personal check, Mastercard, Visa and Discover cards.

Food and Beverage

Catered food can be provided on a pick-up, drop off or full service basis. All food and beverages are subject to Missouri sales tax; delivery charges for drop off orders and 19% service charge for full service catering. The guaranteed number of guests must be phoned into the sales office 48 hours prior to the event. If no guarantee is given to the sales office, we will consider your agreed number the minimum number your charges will be based upon. Price quotations are subject to change due to the rising food costs or increased costs of operations unless under contract. Orlando's reserves the right to return any left over food to Orlando's at the end of the food service time.

Fees and Surcharges

There is a \$150.00 minimum order on all orders. For full service events, our uniformed staff will arrive on site one hour prior to serving unless other arrangements have been made. Serving will end at the contracted time. There will be a labor charge of \$20.00 per hour, per staff person in excess of the original time. Additional staffing is available at \$20.00 per person, per hour with a four-hour minimum. Rentals and services contracted on the booking groups behalf will be subject to a 15% handling fee. Catering and Deliveries within a 30 mile radius of Orlando's are subject to published delivery fees. Deliveries outside the St. Louis Metropolitan area, limited menus or groups below 25 people may be subject to additional fees.

Cancellation Policy

Cancellations of events booked at Orlando Gardens occurring less than 6 weeks prior to the event date will be charged their deposit. Cancellations occurring less than 7 days prior to the event will be subject to all of the charges for the arranged event. Off-site event cancellations within 48 hours of the event will be billed in full.