

TERMS + CONDITIONS

DEPOSITS

A non-refundable deposit will be required to guarantee your booking.

MENU SELECTION + FINAL EVENT DETAILS

All menu choices must be submitted 21 days prior to the event date.

BANQUET EVENT ORDERS (BEO'S)

Final event details such as timing, set up, etc. must be in place no later than 14 days prior to the event date. Once final menu and details are agreed upon, your Event Coordinator will provide you with a finalized BEO. It is your responsibility to review this form carefully to ensure accuracy of all details of your event as this is what our Catering Staff + Chefs will follow for instructions. If you see any errors or discrepancies on this document, please advise your Event Coordinator immediately.

GUARANTEED NUMBERS

twelvelfty requires an approximate guest count 30 days prior to the event date. Minimum Guarantees: The group shall provide twelvelfty with the guaranteed number of attendees by 1 PM, seven (10) business days prior to the first day of your event. A final guarantee of any increase is required 3 business days prior to the event. If the guarantee is not received on time, twelvelfty reserves the right to prepare + charge for the original number contracted or the actual number of guests, whichever is greater. Monday or Tuesday events will be required by the Friday prior. Should the number of guests attending the function differ from the original contract, twelvelfty reserves the right to provide an alternate function room.

PAYMENTS FOR EVENTS

All event charges are subject to 5% GST + 18% service charge. All events require a credit card authorization for deposit + final payment in advance unless a direct billing account is in place for your company or organization. If direct billing has been arranged + approved, an invoice will be prepared + emailed on the first business day following your event + is due upon receipt. If the invoice is to be directed to someone other than the booking contact, please advise us of this prior to your event. If direct billing has been approved, + the event is subsequently cancelled, the required deposit will be invoiced according to the direct billing instructions. All weddings + private social events are to be paid in full 3 business days prior to the event date.

CANCELLATION

Cancellation of a confirmed event less than 30 days prior to the start date will result in a cancellation charge of 100% of the total charges. Cancellations must be received in writing.

ALLERGIES

In order to ensure the safety + well-being of all our guests, we kindly request that you provide us with the first + last names of any attendees who have anaphylactic allergies, along with the specific allergen(s) they are affected by. Additionally, please include guests with Religious restrictions, + those who are Celiac, Vegetarian, + Vegan. This information must be submitted at least 72 hours prior to the event.