

## CANCELLATION POLICY

Effective September 1<sup>st</sup>, 2015

### THREE HOUR NOTICE

A minimum time of three hours is required for any cancellations. Any cancellations after this three hour mark will be subject to a 100% charge for the processed invoice. This three hour window also applies to any ASAP orders or rush orders. Any order placed within three hours of the requested delivery time will be charged in full.

### FIVE HOUR NOTICE

Due to the attention and time required for cooked food, special order items and personalized recipes, a minimum time of five hours is required for cancellations of these items. This five hour window allows for food to be properly prepped, cooked and cooled for handling before the requested delivery time. This five hour window also allows for special items to be shopped as well as for special recipes to be executed correctly and to the client's specifications. Any cancellations of hot food items or specialty items made within five hours of the requested delivery time will result in a 100% charge for the cancelled items.

### PEAK DAYS

Due to the increased volume of orders on these dates, our cancellation policy will reflect this change in volume by extending cancellation times to five hours and eight hours, respectively. Peak dates are marked in red.

2017						
May						
S	M	T	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			
June						
S	M	T	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	
July						
S	M	T	W	Th	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					
August						
S	M	T	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		
September						
S	M	T	W	Th	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
October						
S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				
November						
S	M	T	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	
December						
S	M	T	W	Th	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						
2018						
January						
S	M	T	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			
February						
S	M	T	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			
March						
S	M	T	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
April						
S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

### 2017 Event Dates

- September 1<sup>st</sup> - 4<sup>th</sup>  
Labor Day Weekend
- November 5<sup>th</sup> - 6<sup>th</sup>  
Ft. Lauderdale Boat Show
- November 26<sup>th</sup> - 27<sup>th</sup>  
Thanksgiving Weekend
- December 1<sup>st</sup> - 4<sup>th</sup>  
Art Basel
- December 22<sup>nd</sup> - 26<sup>th</sup>  
Christmas Weekend
- December 29<sup>th</sup> - 31<sup>st</sup>  
New Year's Weekend

### 2018 Event Dates

- January 1<sup>st</sup> - 2<sup>nd</sup>  
New Year's Weekend
- January 14<sup>th</sup> - 15<sup>th</sup>  
Martin Luther King Day
- February 18<sup>th</sup> - 19<sup>th</sup>  
President's Day
- April 1<sup>st</sup> - 2<sup>nd</sup>  
Easter Weekend

If you have any questions regarding our cancellation policy, please contact us at 888.917.1020.

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