



Native Hospitality Group, LLC  
Dba Delectable Catering  
4291 E. Mississippi Ave.  
Glendale, Colorado 80246  
O: 303-934-0003  
F: 303-993-8969

## CANCELLATION & MODIFICATION POLICIES

*We promise to continue to always do our very best to make ordering catering as easy as possible, to always be on time to ensure your day runs smooth, and to always keep our food hot and to exceed your expectations! In order to be held to our expectations, we ask for a few simple policies to be followed by our clients.*

- For orders with a subtotal of \$1000.00 or less, modifications to the order made **BEFORE 12PM** the day before the scheduled delivery, will **NOT** be charged. The order will simply be cancelled or rescheduled, and no additional payment will be required.
- Cancellations made **AFTER 8AM** the day before the scheduled delivery, will be charged **50% of the estimated cost**, which includes catering services, products ordered and other arrangements that have been made at that time. This applies to all orders, regardless of their subtotal amount.
- Cancellations made on the day of the event will be charged **100% of the estimated cost which includes catering services, products ordered, scheduling conflicts and other arrangements that have been made at that time.** We are happy to deliver the order as a gift to a different business of your choice should an emergency occur on the day of the event.
- If for any reason an order is modified **AFTER 12PM the day before the scheduled delivery, we will automatically apply a 5% modification fee to the order.** Our team works hard to ensure all orders are executed flawlessly so modifications affect our process and require a fee. Requests made after 12pm the day before delivery will be accommodated based on product/staff availability and are not guaranteed.
- If our catering driver arrives during the allotted time of delivery (agreed upon by our office & the client) and the client is not present to accept the order for any reason, our catering driver will wait for up to 15 minutes before leaving the food/items at the best possible location, notifying the client and our drivers are authorized to leave the site to continue with their delivery route.

Please call **303-934-0003** AND LEAVE A MESSAGE or email [Info@DelectableCatering.com](mailto:Info@DelectableCatering.com) with any cancellations, questions or modifications to an order.

We promise to deliver breakfast or lunch at the date and time as coordinated and agreed upon regardless of weather conditions or internal events. If we are running behind schedule, we will call to notify at least 15 minutes before the scheduled time of delivery. We appreciate your business and look forward to continuing our partnership with all our clients. Thank you for your support & understanding.

*\*All custom menus and orders with a subtotal of \$1,000.00+ are subject to alternate policies & terms & conditions will be provided.*

**We greatly appreciate your business.**

**-Delectable Catering Management**