



Policies

Placing Your Order

We ask that you place your order using our online platform - **CaterTrax**

[https://verizon\"Unit Name\".catertrax.com/](https://verizon\)

If you need assistance with your “one time” account set up or placing an initial order, we would be happy to coach you through the process.

- All orders must be placed 72 business hours in advance. Additional notice may be required based on guest count or complexity of request
- For large-scale or after-hour events, Please fill out the [discovery questionnaire](#) or email event.support@verizon.com with your request and you will be connected with an event support planner to assist you with your planning needs
- Additional food orders requested beyond the guaranteed attendee count will not always be available on the day of the event

All orders will be confirmed as they are submitted through **Catertrax**. If you do not receive a confirmation within 24 hours of placing your request, please contact us.

Last Minute Orders

We ask for advanced notice for all catering orders but understand that last minute needs do arise. Please contact our on-site Catering Manager for your last-minute needs and we will make every effort to accommodate the service.

Special Events

Are you looking to host large scale catering, after-hours event or cocktail reception? Please fill out the [discovery questionnaire](#) and you will be connected with an event support planner to assist you with your planning needs. Our planning team can coordinate all room sets, AV requirements, rentals and custom requests on your behalf for your events at no charge to you.

Hours of Service

Normal business hours are Monday through Friday, 7AM to 3PM. (Note: hours may vary slightly per site) Additional fee of \$30 per hour per employee will apply if you require services outside of our normal business hours.

How It Works

Catering orders will include necessary serviceware including plates, utensils, napkins, all food and beverage equipment needed to ensure food is served properly and condiments. Our catering attendants will deliver, set-up and pick up your order at your requested times.

For an additional cost, a dedicated catering attendant can be provided to support your event.





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Additional Services

Additional tables/linens may be required if the in-room credenza is not large enough or not present. We will determine if needed when confirming your order.

If your catering event needs additional items, we can arrange and provide china, glassware, linen, flowers, high top tables, decorations, party favors, balloons and/or waitstaff, additional charges may apply. These additional costs will be quoted separately from your food and beverage package.

Cancellations

Cancellations must be made 72 hours in advance. Any orders cancelled within 72 hours will be charged for the full amount of the order.

Cancellation timeline & fees will be customized for special events or custom orders based on labor schedule, food order dates and/or equipment rentals required.

Billing

All charges associated with caterings are processed for payment in Catertrax. We accept Visa, MasterCard, Discover and AMEX.

Credit card required be on file 24-hours prior to event at each site of order placement. We will charge your credit card within 24 hours and an updated invoice will be emailed directly to you.

If a V-card is planned to be used for your purchase, please notate this in the discovery questionnaire and an event support planner will assist with payment steps.

