



# COVID FAQs

## Frequently Asked Questions During the COVID-19 Pandemic

### **Can we postpone our event and book for a future date without any additional fees being incurred?**

Yes, you may change your event date up to ten (10) business days in advance without incurring any additional fees, however, your catering event agreement pricing is subject to change based on the date, time and location of your re-scheduled event, and any revisions, pricing changes or modifications to the menu and services provided.

### **If we decide to cancel our event altogether, will our deposit be refunded?**

No, your initial deposit is non-refundable and would be applied to the cancellation fee per your catering agreement.

### **If I book an event date and restrictions do not allow me to have my event, what happens to my deposit?**

You may change your event date up to ten (10) business days in advance without incurring any additional fees. We will try our best to limit the financial impact to our client, however, changing the event date less than ten (10) business days in advance may not be possible and, when possible, will incur additional fees based on the timing of the change.

### **If my venue cancels and I need to find a new location, do you cater outdoor events?**

Katherine's Catering is an expert in outdoor events. We have relationships with unique outdoor locations throughout Southeast Michigan, and we will try our best to help you find a suitable fit.

### **Do you offer menu tastings during COVID?**

Our Chef will be delighted to prepare a custom 'pick-up' tasting for two, which will be packaged hot and ready for you to enjoy. Please contact your Catering Sales Coordinator to select your tasting menu. Two (2) weeks advance notice required, please.

### **What style of service are you offering during COVID?**

In addition to traditional buffets and plated meals, we recommend staff-served buffets with plexiglass screens, individual servings of hors d'oeuvres and packaged meals.

### **If we opt for a small family ceremony during COVID will you cater a larger celebration on a different date?**

We understand the complexities of making plans during these uncertain times. You can always legalize your union and host a larger reception later. From our experience, the intimate smaller events can be just as magical. <https://www.vogue.com/article/how-i-gave-a-backyard-wedding-in-the-middle-of-the-coronavirus-pandemic>

### **What precautions are you taking to provide a safe environment for our guests during COVID?**

Our team members take a temperature test upon arrival for their shift and are sent home if they have any COVID symptoms. We practice social distancing with the set-up of ceremony chairs, cocktail tables, and dining tables when space allows, and follow all safety measures with food service. Sanitizer stations and masks are available upon request. Our culinary and service teams wear face coverings and observe proper sanitation and hygiene throughout your event.

### **Do you follow State guidelines for events?**

Yes, we comply with all State laws regarding capacity guidelines set forth by the state of Michigan for both indoor and outdoor events.

### **Will you help guide me through the planning process during these unusual times?**

The Katherine's team is committed to providing a great experience. From your first call to your last guest, our thoughtful, genuine, and accommodating nature will shine through.

Here are some personal tips from Katherine as you plan your event for 2021 and beyond:

- Enjoy the planning process and stay flexible.
- Include instructions in your event invitation to help guests know what to expect and calm any concerns.
- Consider a day-of coordinator- ask us about our partners!

Remember, we are here for you every step of the way doing what we love - providing delicious food and warm hospitality with a creative flair.

## **OUR BRAND PLEDGE**

- From your first call through your last guest, our thoughtful, genuine and accommodating nature will shine through.
- Our planning staff will diligently and wholeheartedly work with you to make your ideas and vision become a reality.
- Our themed event designs will be artistic, harmonious, and original.
- Our culinary creations will inspire the senses through their innovation, style, and freshness.
- Our service staff will exude steadfast hospitality and graciousness at every turn.



*Katherine's Catering, Inc. 2021 [3/15/2021]*

