

Cancellation & Refund Policy – Catering Services

At Elevated Catering we take pride in preparing every event with care and attention to detail. Because catering requires advance planning, staffing, and ingredient purchases, our cancellation and refund policy is as follows:

Order Cancellations

- **30+ Days Notice:** Cancellations made **30 or more days** prior to the scheduled event date are eligible for a full refund, minus any initial deposit.
- **8–29 Days Notice:** Cancellations made **15 to 29 days** before the event are eligible for a **50% refund**.
- **Less Than 7 days Notice:** Cancellations made **within 7 days** of the scheduled event are **non-refundable** due to perishable food purchases and staffing commitments.

Deposits

- A **non-refundable deposit** of 50% is required to secure any booking over \$1,000. This deposit will be applied to your final invoice.
- If the event is canceled after the deposit is paid but before the 7-day cutoff, the deposit may be credited toward a future event if rescheduled within 3 months.
- Please note that the initial deposit is non-refundable under all circumstances, as it secures your event date and covers pre-event planning and procurement costs.

Rescheduling

- We will do our best to accommodate rescheduling requests, subject to availability. Rescheduling with less than 14 days notice may incur additional charges.

Refund Processing

- Approved refunds will be issued to your original method of payment within **5–10 business days**.

Force Majeure

- We are not liable for cancellations or non-performance due to circumstances beyond our control (e.g., natural disasters, government restrictions, or emergencies). In such cases, we will work with you to reschedule the event or apply any payments toward a future event.

Cancellation by Cater

- In the unlikely event that we must cancel due to unforeseen circumstances, a full refund will be issued, including your deposit. We will also make reasonable efforts to refer you to a trusted alternative caterer.

Contact Us

To cancel or reschedule your event, please contact us at 716-473-8090 or Meghan@elevatedcateringbuffalo.com as soon as possible. We appreciate your understanding and cooperation.