



Betony Traveling Café

Personal/Private Chef & Catering Service

www.betonytravelingcafe.com

Business Policies

I. Event Cancellation or Date Change Policy

II. Travel & Transportation Policy

III. Property Cleaning Policy

IV. Home Equipment Policies

Statement from the Owner/Founder:

To ensure that a particular event or events has/have the best chance of success, for the chef, his staff and the client, Betony Traveling Café has implemented the following policies. Please read carefully. After doing so, send an email directly to betonytravelingcafe@gmail.com, to confirm agreement with all four policies listed below.

Should there be any questions, please reach out to Chef Billy Moschella at 801-651-9863 / betonytravelingcafe@gmail.com.

Billy Moschella, Jr.

Owner/Founder

I. Event Cancellation or Date Change Policy

- A. Client Cancellation: In the event that the client experiences a sudden hardship and must cancel the event, or if the date of the event suddenly changes, the chef will work with the client (on a per-case basis) to resolve the issue. Note that because the chef initially pays out-of-pocket for all food and supplies ordered from local vendors, and is thus responsible for paying vendors for these items, it is anticipated that the chef and the client will work together to, at a minimum, resolve the issue surrounding the non-refundable vendor cost of food and supplies ordered for the cancelled event, as well as the time taken by the chef to reserve the date(s) in question and to order and shop for said food items and supplies **(note that certain items are special order, and require a 1 to 2 week preorder to ensure availability)*.
- B. Caterer Cancellation: In the event that the chef experiences a sudden hardship that somehow precludes the offering of services on the agreed-upon date and time specified, both parties will agree to work out the details in an amicable manner. If able, the chef will work to assist the client in securing alternative personal chef services for said event.

II. Travel & Transportation Policy

Betony Traveling Café travels throughout the Greater Salt Lake City area to provide private chef services, including up into mountainous areas located close to many of Utah's most popular ski resort and outdoor destinations. During times of inclement weather - which can change suddenly and several times throughout the course of a given day - certain property locations may become difficult and dangerous to access without the proper vehicles and/or driver expertise. In such instances, the Café will make use of one (or both) of the following transportation options:

- A. Working with specialized and reputable local area transportation companies to provide safe and timely access to certain properties for both the chef and his staff, as well as the transport of all cooking equipment needed at the event site. These companies have the vehicles, equipment and expertise needed to traverse such terrain.
- B. At the Café's discretion, the chef and/or his staff may choose to rent a specialized, all-terrain vehicle or vehicles to access an event site (ex. equipped w/ durable snow tires and, if needed, chains). For certain events that may be either multi-day in nature or located outside of the Café's normal service radius, a vehicle or vehicles may be rented for use by the chef and/or his staff.

If it is determined by the chef, and for a particular event or events, that making use of such a specialized transportation company or a rental vehicle or vehicles is required for proper and safe access to a particular property, or for longer distance travel, **the client agrees to cover the following costs:**

- A. Total cost of transportation company fee (plus driver tip) or car rental fee, or both
- B. Any parking fees incurred by chef and/or his staff when parking their personal vehicles in an area that allows for access to the transportation company or specialized rental vehicle(s).
- C. Any additional fees incurred as a result of chef's staff having to arrive early to a transportation company or car rental location.

**Note regarding 'Special Events' and 'Road Closures':*

It is important to note that some of Utah's popular travel destinations often host 'Special Events' (ex. annual Sundance Film Festival). During such times, it is common for certain areas (ex. Park City Old Town) to be 'closed off' to the general public, in which case certain properties are only accessible to local area homeowners or specialized local area transportation companies (requiring resident access passes, etc.). During such times, it is the responsibility of the client to ensure that the chef and his staff have direct access to the property, which may include purchasing special access and/or parking passes for chef and staff, the cost of which shall be covered by the client. Additionally, during times of inclement weather, certain access roads be 'closed off' entirely to through traffic. Client agrees to work together with chef to stay informed of such road closures, and client also agrees to cover costs for chef and staff to access alternate means of transportation to the property. If no access of any kind is permitted to the property site, client agrees to work with chef to reschedule the event date (total payment of event still applicable, with a complete reschedule option available to client).

III. Property Cleaning Policy

It is the responsibility of the client to ensure that the kitchen and dining areas be cleaned and cleared for the chef's arrival. This includes the following:

- Counters + stovetop fully cleared and cleaned, to allow enough area for the chef to set up prep and cooking spaces, a serving space, and washing and drying spaces
- Trash/recycling emptied
- Dishwasher emptied (or, if full, dishes left clean)
- Dining area (table(s), etc.) cleared and cleaned
- Shelves left free in the fridge, for chilled food items that the chef brings along
**(at least two full shelves, but larger-scale and multi-day events may require more room, up to and including most, if not all, of the available fridge space)*

If one or more of the above is/are not completed, **an additional cleaning fee of up to \$100 will be incurred** for extra time spent by chef and staff to properly prepare the kitchen and dining areas for meal prep and service (additional fee will be dependent upon how many and which of the above tasks have not been completed by client).

IV. Home Equipment Policy

Throughout the years of private chef and catering service that Betony Traveling Café has provided to its clientele, it has often been found that kitchen equipment, even in high-end homes and resorts, does not function properly. This is true even of brand-new equipment, recently installed. As such, it is the responsibility of the client to ensure and to confirm the following, prior to the date of the event or events:

- Immediately upon arrival to the property, test each of the following items of equipment, to ensure that they are in proper working order:
 - Oven(s) – TO TEST: *turn on to 450 degrees, and allow to reach that temperature. Leave on for a period of time, and check after a while to ensure that the oven has maintained its set temperature.*
 - Stovetop
 - Fridge & Freezer
 - Microwave
 - Dishwasher(s)
 - Sink(s)

**Please take note: The Café also asks that the client, well in advance of the event date, check with the property manager or homeowner, to ask about the above appliances. Note, however, that property owners and managers are sometimes not aware of such issues, which is why the Café also requests that, upon arrival to the property, clients personally test all of the above appliances, to ensure proper functionality.*

If, upon arrival to the property on the event date, the chef finds that any of the equipment listed above is not functioning properly, then chef and staff will do their very best to work around the issues, to the best of their abilities. Client understands that this may delay or even force the chef to readjust the menu plan, and that the client takes full responsibility for any delays or menu changes that may occur as a result of this. Additionally, if there is no dishwasher available for use, and if staff must wash all serving ware by hand, **an additional fee of \$100 will apply.**

- Induction Stovetop: Induction stovetops are a newer technology that require special proprietary cookware to operate. They also tend to be less efficient than gas or normal electric ranges, and as such, food can take a longer period of time to prepare on such ranges. Well in advance of the event, the client is responsible for informing the chef as to whether or not the stovetop is induction. If it is, then the client is also responsible for sending a complete set of pictures of all cookware available at the property (pots, pans, etc.). If information about the presence of an induction stovetop is not properly communicated to the chef, and if the proper cookware is not available onsite to prepare a meal or meals, then the client takes full responsibility for any delays in service or menu changes that may occur as a result of this.