

Policies & Fees
for
JetAwayCafe

Deposit & Payments

- Deposits are required to open any new catering orders. Payments are required to be paid in full once the complete order has been finalized with a staff member.
- We accept Visa, Mastercard, Discover, American Express, and company check. Company checks must be received 48 hours before order date.
- Company house accounts are available upon request for multiple reoccurring orders per month. House accounts must be paid in full by the end of the month or they may incur a 50% surcharge.

Ordering Times & Minimums

- All orders can be placed online or called in at 1-866-631-3663. We appreciate your orders with as much lead time as possible. Breakfast orders must be placed by 11am for the next business day and Lunch/Dinner orders by 12pm for the next business day. We greatly understand that at times orders will be last minute as things arise and we will do everything possible to accommodate. Please note a surcharge may apply for orders made past the above listed times.
- Our minimums are 10 persons or \$75 and applies to both aviation and onsite catering. Sales tax is currently at 7%. If you are a non-profit your DR-14 must be provided before the order is finalized with our team and can be sent to Catering@jetawaycafe.com

Deliveries & Setup

- JetAwayCafe delivers to Sanford and all of its surrounding areas. Delivery fees vary depending on location and setup time required.
- Deliveries are allotted a minimum of 30 minutes arrival time of the scheduled event date and time. These times may vary depending on the size of the order.
- Standard delivery fees apply for orders Monday- Friday 6am-6pm. Late evening and weekend order delivery fees are based on the event and minimum. Please feel free to inquire with a staff member on these times and fees.

Optional Items

- Any non-listed additional items that may be shopped for will automatically incur a 25% fee on the total after tax for those items only.
- Quality plasticware kits that include salt & pepper are available at \$1/person
- Tablecloths are available in Ivory or Plain White at \$5/tablecloth
- Linen napkins are available in Burgundy or Black for \$2/person
- Wire chaffing rack with Sterno kits are available for \$7/kit (includes serving utensils)
- We offer Water, Wine, and beer glasses for any large catered events and/or meetings as well as 10" china and silverware (ask a staff member for pricing)

Cancellation Policy

- Any and all orders are required to give 48 hours' notice to JetAwayCafe by email at Catering@jetawaycafe.com.
- All cancellations within 48-24-hour window will incur a 50% cancellation charge.
- Orders cancelled with less than 24 hours will result in the entire invoiced amount paid not be refunded
- Reductions to orders must be made within 24 hours of the event/order date
- Prices and items are subject to change based on availability and current market rate