



Refund Policy

Last Updated: 11/17/2025

Company Name: Roots Catering FL LLC

Website: www.rootscateringfl.com

Contact Email: orders@rootscateringfl.com

At **Roots Catering FL**, we understand that plans can change. This Refund Policy explains how cancellations, deposits, and refunds are handled for all catering services.

This policy applies to all bookings made through our website, by email, by phone, or in person.

1. Deposits

1.1 Non-Refundable Deposit

A deposit is required to secure your event date.

All deposits are non-refundable, regardless of the cancellation reason.

This is because we reserve staff, purchase items, and hold your date exclusively for you.

1.2 Deposit Amount

Deposit amounts vary depending on the event size and will be clearly stated in your quote or invoice.

2. Final Payments

Final balances are due by the date listed on your invoice (typically 7–14 days before the event).

Failure to make final payment may result in cancellation of service without refund of the deposit.

3. Cancellation by Client

3.1 More Than 14 Days Before Event

If you cancel **more than 14 days** before your event:

- Your deposit remains non-refundable
- Any additional payments made beyond the deposit will be refunded

3.2 7–14 Days Before Event

If cancellation occurs **7 to 14 days** before the event:

- Your deposit is non-refundable
- You may be responsible for **up to 50% of the total invoice**, depending on prep work already completed

3.3 Less Than 7 Days Before Event

If cancellation occurs **within 7 days** of the event:

- Deposit is non-refundable
- **100% of the remaining balance** may still be due

This is because ingredients are purchased, staff is scheduled, and preparation is typically underway.

4. Cancellation by Company

If we must cancel due to an emergency, severe weather, staff illness, equipment failure, or circumstances beyond our control:

- You will receive a **full refund** of all amounts paid
- We will not be responsible for additional costs or indirect losses

This is the maximum limit of our liability.

5. Event Changes

5.1 Guest Count Changes

Changes to guest count must be submitted at least **7 days before the event**.

Late changes may not be eligible for price adjustments or refunds.

5.2 Date or Location Changes

We will try to accommodate requested changes, but availability is not guaranteed.

If we cannot move the event to your new date or location, the cancellation policy will apply.

6. No-Show or Inaccessibility

If the client, venue, or event is not accessible to staff upon arrival, or if the event does not proceed due to client circumstances:

- The event is considered a **client cancellation**, and no refund will be issued

7. Weather Policy (Florida Events)

Outdoor events in Florida can be affected by weather.

Clients are responsible for providing a covered or indoor backup area if needed.

Weather-related cancellations follow the standard cancellation policy unless we determine that service is unsafe for staff.

8. Digital Downloads & Online Purchases (If Applicable)

No refunds are offered for digital downloads, menus, or online materials purchased through our website.

9. Contact Information

For questions about these Terms & Conditions, contact us:

Roots Catering FL

Email: orders@rootscateringfl.com