



Privacy Policy

Last Updated: 11/17/2025

Company Name: Roots Catering FL LLC

Website: www.rootscateringfl.com

Contact Email: orders@rootscateringfl.com

These Terms & Conditions govern your access to and use of the website operated by **Roots Catering FL** and all catering services we provide.

By accessing our website, submitting an inquiry, or booking our catering services, you agree to these Terms.

If you do not agree, please do not use our website or services.

1. Use of Our Website

You agree not to:

- Use the site for any unlawful purpose
- Attempt to hack, disrupt, or interfere with website functionality
- Use automated tools (bots/scrapers) without permission
- Upload or transmit harmful code

We may suspend access for violations of these Terms.

2. Catering Services

2.1 Quotes & Estimates

All menus, proposals, and quotes provided by us:

- Are valid only for a limited time (usually 1 day unless stated otherwise)
- May be adjusted for ingredient availability or market fluctuations

A booking is **not** confirmed until the deposit is received and you receive written confirmation from us.

2.2 Event Details

The client is responsible for:

- Providing accurate event details (location, guest count, timing)
- Ensuring we have proper access to the venue
- Obtaining necessary permits or approvals, if required
- Informing us of allergies, restrictions, or special requests

Changes to event details (especially guest count) must be communicated in writing.

3. Payments, Deposits & Refunds

3.1 Deposits

A **non-refundable deposit** is typically required to secure a catering date.

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

3.2 Final Balance

The remaining balance is due by the date specified in your invoice, often:

- **7-14 days before the event**, or
- Immediately for last-minute bookings

We reserve the right to decline service if payment is not received on time.

3.3 Cancellation Policy

Unless otherwise stated in the proposal:

- **Client cancellations**
 - Deposit is non-refundable
 - If cancellation occurs **within 14 days of the event**, up to **50-100%** of the total balance may still be due, depending on preparation already completed
- **Company cancellations**

If we must cancel due to an emergency or circumstances beyond our control, you will receive a **full refund** of any amounts paid. This is the maximum limit of our liability.

3.4 Refunds

Refunds are issued only when required under these Terms or applicable laws.

4. Menu Changes & Availability

Ingredient substitutions or adjustments may occur due to:

- Market shortages
- Seasonal availability
- Safety or quality concerns

We will notify you of significant changes when possible.

5. Allergies & Dietary Restrictions

We take food safety seriously, but:

- We cannot guarantee that any menu item is free from allergens
- Cross-contamination may occur in shared kitchens or preparation spaces

Clients must notify us **in writing** of any serious allergies at least **7 days before the event**.

We are not liable for reactions if proper notice is not provided.

6. Alcohol Services (If Applicable)

If your catering business serves alcohol, use the section below.

If not, I can remove it.

If alcohol service is offered:

We may provide alcohol service only in compliance with Florida laws.

We reserve the right to:

- Request ID
- Refuse service to intoxicated guests
- Comply with all state and venue regulations

Clients are responsible for ensuring their venue permits alcohol service.

7. Client Responsibilities at Events

Clients agree to:

- Provide a safe and suitable working environment
- Ensure access to power, water, parking, or kitchen facilities when required
- Comply with venue rules and regulations
- Prevent guests from interfering with staff during event service

We may charge for damages caused by guests or venue issues outside our control.

8. Liability

To the fullest extent permitted by Florida and U.S. law:

- We are **not liable** for any indirect, incidental, special, or consequential damages
- Our total liability is limited to the **amount paid** for the specific catering service
- We are **not responsible** for issues caused by:
 - Venue conditions
 - Guest behavior
 - Weather, natural disasters, or other force majeure events
 - Misrepresentations or omissions by the client

This limitation applies to both website use and catering services.

9. Intellectual Property

All content on our website—including menus, photos, text, design, logos, and branding—is the property of **[Your Catering Business Name]** and protected under U.S. copyright and trademark laws.

You may not:

- Copy
- Reproduce
- Distribute
- Sell
- Modify

any website content without our written permission.

10. Third-Party Links

Our website may link to external websites.

We are not responsible for:

- The content of third-party websites
- Their privacy or data practices
- Any damages resulting from your use of those sites

You access third-party links at your own risk.

11. Privacy Policy

Your use of the website is also governed by our **Privacy Policy**, available on a separate page.

12. Termination

We may suspend or terminate:

- Website access
- Services
- Bookings
- Accounts

at our discretion if you violate these Terms or misuse our services.

13. Governing Law

These Terms are governed by the laws of:

- **The State of Florida**, and
- **Applicable United States federal law**

Any disputes will be handled in the appropriate courts of the State of Florida.

14. Changes to These Terms

We may update or modify these Terms at any time.

The “Last Updated” date will reflect the most recent version.

Continued use of our website or services after changes means you accept the revised Terms.

15. Contact Information

For questions about these Terms & Conditions, contact us:

Roots Catering FL

Email: **orders@rootscateringfl.com**