

# Banana's Ice Cream Terms and Conditions

## **PAYMENT TERMS**

A \$100 non-refundable deposit is required at the time of booking. A minimum of 2 weeks' notice is required to book.

A 40 cup/cone minimum is required for all packages.

If additional time is requested, there will be a \$100 fee per additional 1 hour (60 minutes).

The final invoice payment is due immediately at the end of the event. You will have the opportunity to pay cash or online (we accept MasterCard, Visa, American Express and Discover) through an online invoice system we have. *(Checks are not accepted)*

A 7.35% tax and 18% service charge will be applied to all packages.

## **CANCELLATIONS AND INCLEMENT WEATHER POLICY**

When there is a need to cancel, we ask for as much notice as possible. If you would like to reschedule, we will do our best to work with you to accommodate a new date if possible.

In the event of severe inclement weather, Banana's Ice Cream reserves the right to cancel a contract on the day of the event, the customer will be 100% refunded for any deposit.

If road conditions are deemed unsafe by the Connecticut Department of Transportation, the customer will be 100% refunded for any deposit.

If the customer makes the decision to cancel their event for any weather-related reason and Banana's staff feel the event can move forward, the customer will be required to inform Banana's Ice Cream 48 hours in advance of the scheduled event date. The customer agrees to pay the base fee of \$250 if cancelled less than 48 hours of event.

## **TRAVEL FEES AND SET UP**

A 30-minute set-up time frame will be needed at the location prior to the event.

Banana's Ice Cream can travel up to 60 miles from the store location for events. Events over 60 miles cannot be accommodated.

Additional fees will be incurred for mileage over the initial 15 miles included in each package.

Milage fees chart:

- 0 – 15 miles \$0
- 16 – 40 miles \$50
- 41 – 60 miles \$100

## **FLAVORS AND TOPPINGS**

Please review the flavor and topping list to pick your choices for your events.

Premium toppings such as Hot Fudge, Hot Peanut Butter, Caramel, Strawberries, Pineapple can be added to the Monkey Madness and Monkey Palooza packages for an additional \$1 per person per topping.

If you would like flavors not on the catering list, they are subject to availability and possible additional fees depending on the flavor(s) requested.

### **EVENT CHANGES**

Changes to flavors, serving times and increased quantities etc. will be accommodated to the best of our abilities. Increasing the guest count will affect serving times if more than 100 people.

### **ALLERGIES and HEALTH DEPARTMENT STATEMENT**

It is very important we know of any allergies as soon as possible to prevent possible reactions. We are a facility that has milk, wheat, egg, peanut, and tree nuts.

*Health Department Statements:*

*“Before placing your order, please inform your server if a person in your party has a food allergy.”*

*“These items are cooked to order and may be served raw or undercooked. Consuming raw or undercooked meats, poultry, seafood, shellfish or eggs may increase your risk of foodborne illness.”*

### **OUR OBLIGATION**

We will work with you (in reasonable accommodation) on every level to make sure you are completely satisfied and happy with our catering services.