



Food so good, you gotta smile!

tel: 487.0057 - fax: 486.2504 - catering: 486.1883 - 98-820 Moanalua Road, Aiea, HI 96701

Marujyu Market Catering Policies

ORDERING

Catering orders are accepted on a first come first serve basis. Due to high demand on certain dates, we advise that you place your order as far in advance as possible. A minimum of one month in advance is recommended. Orders placed with short notice will be accepted only if our production schedule allows for it.

Catering orders are accepted for a minimum of 25 people and a maximum of 1,500 people. Plate lunch orders are not considered catering orders. Once the menu, price, date, time and tentative head count is agreed on, a deposit of 25% is required in order to confirm the date. Dates and prices are not confirmed prior to the receipt of the deposit. Due to fluctuations in the cost of raw materials, prices are subject to change at any time prior to final confirmation. Final head count should be submitted two weeks prior to the catering and payment in full is due one week prior to the date of the catering.

QUANTITIES

Please supply Marujyu Market Catering with an accurate headcount for your event. We customize each catering order based on the final head count that is provided to us. Quantities and portion sizes are adjusted and calculated based on the number of entrees ordered and the head count. Our experience catering team will make sure that the order is the right amount of food for the event based on the headcount provided.

CANCELLATIONS

Deposits will be refunded in full for cancellations received up to one week prior to the catering. Refunds for cancellations less than one week prior to the catering date will be calculated based costs already incurred.

PAYMENT

Payment can be made in cash, personal check, money order, VISA or Master Card. There will be a \$30.00 service charge for any check not honored by customer's bank.

DELIVERY

We provide complimentary delivery for catering orders totaling \$750.00 or more before sales tax. Delivery arrangements may be made for orders of less than \$750.00, at a minimum charge of \$35.00, only if it can fit into our delivery schedule. Otherwise, orders costing \$750.00 or less must be picked up.

All food is placed in foil pans. Pans are packed in insulated styrofoam containers for transport. It is the responsibility of the customer to return the styrofoam containers and any other equipment provided, to Marujyu Market Catering, 98-820 Moanalua Road, Aiea, HI 96701, no later than the day following the catering. If it is not feasible to return the styrofoam containers when required, food pans can be removed from the containers at the time of delivery and turned over to the delivery driver. There will be a charge for any equipment not returned or returned damaged or in an unclean condition. Used foil pans are disposable and should be removed from styrofoam containers. The cost for lost styrofoam containers is \$10.00 each. Styrofoam containers are not provided for pickup orders.

When delivery is made, please have an area ready for the food. Holding tables and serving tables are recommended. Marujyu Market Catering follows safe food handling procedures. We will not be responsible for the safety of food that is not handled properly after delivery, including maintaining proper temperature both hot and cold.

Due to heavy demand for catering, no deliveries will be scheduled for Thanksgiving Day, Christmas Eve, Christmas Day, New Year's Eve and New Year's Day.