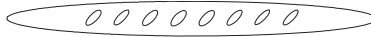


BATCH BAKEHOUSE



Thank you for considering Batch Bakehouse for your special event. Below are a few policies to review and discuss with your Special Events coordinator prior to placing your order and/or sending us your deposit. Batch Bakehouse is a small locally owned and operated business and it is our pleasure to bake for your event.

Tasting Fee

The fee for a tasting is \$25.00, and is payable prior to the appointment. For your tasting you will get a sampling of our special orders menu, approximately 10 pastries and anything you specifically request. Tastings are scheduled by appointment. Specific requests require at least 2 weeks' notice. We are happy to offer a classic pastries, pie, cakes, and breads for tasting. The base tasting fee is \$25.00 is for up to 8 pastries and 2 people. We estimate 1 hour for the base tasting, please schedule accordingly. Tasting fees can increase up to \$55 depending upon selections requested and number of people attending. We will work with you to refine your tasting to meet your needs.

5% Order Discount

Orders set and paid in full (by cash or check) at the tasting will receive a 5% discount. This discount only applies to orders that are complete, will require no changes, and are paid in cash or check. If you would like your order to qualify for the discount, please let us know. We will send you a list of all required information to bring to your tasting.

Delivery & Packaging Policy

Delivery: Delivery for a fee is considered on a case by case basis, depending on location and driver availability. We are able to deliver between 11am and 2pm on most days.

Packaging: Whether for pick-up or delivery, your Batch pastry will be packaged in white bakery boxes. Bread will be packaged in brown paper or plastic bags, depending upon the order. Please note that on-site set-up and presentation are not included in delivery.

Changes & Late Orders

Once confirmed with a deposit, major changes to your order, such as flavor changes or item substitutions, need to be requested as soon as possible and will require approval from the kitchen. Minor changes on volume may be made up until 4 weeks prior to your event, when your final payment is due. Changes made to orders after the 4 week deadline are subject to a 15% upcharge.

Payment & Cancellation Policy

Your order is not guaranteed until confirmed by an initial order and receipt of the initial deposit. All orders require a deposit of 50% when placed, with full payment due 30 days prior to your event. In the event you would like to secure your date without placing an order, we are happy to accept an estimated deposit.

Cancellation Policy: Orders cancelled more than one month prior, deposit will be refunded in full. Orders cancelled less than one month prior will forfeit 50% of the deposit. Orders cancelled less than two weeks prior forfeit the entire deposit. Orders cancelled less than one week prior are subject to forfeit the full cost of the order.

Thank you again for thinking of Batch at your event. If you have any questions at all, do not hesitate to contact us directly. Our goal is to get you the order you want. Happy planning!

Sincerely,

The Special Orders Team, special.orders@batchbakehouse.com, 608-257-1652, ext. 103



1402 WILLIAMSON ST., MADISON WI 53703 July 2016 (608)257-1652 INFO@BATCHBAKEHOUSE.COM