



## Taco 'Bout Our House Rules!

### 1. Booking Your Event

To get started, please fill out the appropriate inquiry as best you can. You don't need all the answers just yet, but **ideal guest count, service style, and budget** are ideal. Once submitted, our sales team will begin on your estimate or invoice.

We require a **3 day notice for all orders**.

Orders placed in less time will incur a **non-negotiable \$75 rush fee**.

**We do not HOLD dates. Your date is booked when payment is received.**

### 2. Payment & Securing Your Date

A **non-refundable 50% deposit applied toward the total event cost** is required to secure your event date, or payment made in full. Events booked within 7 days of the event date require **full payment at the time of booking**.

We accept credit/debit cards, and Apple Pay via our digital invoicing system. Other payment methods must be approved in advance.

The remaining balance is due **no later than 3 days before your event**.

Late payments may result in **late fees, service delays, or cancellation**.

Applicable sales tax will be added unless a valid tax exemption letter is provided **prior to submitting payment**.

Communication is KEY! We'll always do our best to work with you — no one deserves to be hangry.

### 3. Cancellations

All cancellations must be submitted in writing to [info@taylorstacoschicago.com](mailto:info@taylorstacoschicago.com).

- More than 7 days before your event:

The 50% deposit is non-refundable, and Taylor's Tacos will **issue a catering credit** for the

non-refundable amount paid. Credits are non-transferable, have no cash value, and expire one year from the original payment date. Credits cannot be combined with promotions or discounts.

- Less than 3 days before your event:  
**No refunds or credits will be issued.**

#### 4. **Changes to Your Event**

Any changes to guest count, menu selections, service style, or event details must be submitted **at least 3 days prior to the event** and are subject to approval. Last-minute changes cannot be guaranteed. We will allow one date change without penalty, any changes outside of that may be subject to additional charges. **Event time changes must be confirmed with the Kitchen Manager.**

We will check in via phone or messenger to reconfirm your event within 72 hours of your event.

#### 6. **Event Day Expectations**

Delivery & Set-Ups:

Please ensure we have access to the venue at the agreed time, adequate space for setup, and clear parking instructions. Taylor's Tacos is not responsible for delays caused by venue access issues, parking restrictions, weather, or traffic conditions beyond our control.

#### **Pick-Up Orders:**

All pickups take place at our catering kitchen at The Hatchery: **135 N. Kedzie Ave, West Side, Chicago, IL 60612** (please enter through the parking lot located on Albany Ave. and pull up to Door #4).

Upon arrival, please call 773-226-1596, and a team member will bring your order to you and pack in the car. Please ensure you have a designated space available.

If you are more than 15 minutes late, your order will be left at the front desk. Taylor's Tacos is **not responsible for food once orders are released and left at the front desk.** Please park, enter through the main Kedzie entrance, ring the bell, and inform staff you are picking up your Taylor's Tacos order.

#### 7. **Our Promise**

We use quality-TAY ingredients and pride ourselves on quality-TAY service. Your order is guaranteed to arrive within the agreed delivery window **excluding circumstances beyond our control.** If we miss the window under normal conditions, your tacos are on us!

Thank you for choosing Taylor's Tacos. We can't wait to serve you!