

# Ordering Guidelines

## Placing an order

We encourage you to book your order in advance as our schedule can fill up. Our catering office is open Monday to Friday from 9 am to 4 pm. We are closed on most holidays. To place an order please either: call us at 902-431-5697 during business hours OR email your order to [catering@janesonthecommon.com](mailto:catering@janesonthecommon.com). Please note, your order is not confirmed until you receive a confirmation copy of your order via email.

## Allergy and Dietary Restricted orders

We can accommodate many dietary restrictions and are happy to provide special requests with individual plating and labelling. All modified orders are subject to a \$2 special plating charge.

## Delivery times and locations

We do our best to have everything to you exactly when you want it. Please be very specific when placing an order about what time you want the order set up and ready for. We do require that you be able to accept orders within a 30 minute window of the delivery time.

If you are requesting deliveries on Saturdays to a location that isn't open that day, you must ensure arrangements are made for our staff to access to your building in a timely way.

## Cancellations

Cancellations without penalty must be received 48 hours in advance. If inclement weather and other emergencies cause your meeting to be cancelled, we do our best to work with clients to avoid cancellation charges. However, we reserve the right to apply up to a 100% charge to cancelled orders without 48 hours notice.

## Local and sustainable

We make just about everything from scratch using fresh ingredients sourced locally whenever possible. We strive to provide an environmentally friendly service using only high-quality reusable, recyclable and compostable dishes and cutlery.