

General conditions and policies for pig roasts and personal chef

By paying the deposit, the quote becomes a contract between you and John Langenfelder (dba "The Maryland Pig Roaster") and you are agreeing to all of the below:

Contact information: These are cell phones that we carry with us. We are generally reachable on them BUT please leave a message if we do not pick up.

- John 443-858-2865 john@mdpigroaster.com
- Paul 443-910-3804 paul@mdpigroaster.com

Deposits: These are generally refundable, if you need to cancel, within 14 days of the event. The quote may contain additional cancellation policies. We appreciate a courtesy update as soon as you know that you may have to cancel. This allows us to free up the date for someone else.

Payments: The first payment (the deposit) is due within 7 days of agreeing to the quote. This reserves the date for your event. The second (and final) payment is due upon our arrival at your event.

Pig roasts: Unlike providing meats and salads which can come from many vendors, pigs are an entirely different animal (pun intended). We do not raise our pigs; we buy them from a supplier. Occasionally things can go wrong. Normally the weight of a pig is never what you request, a few pounds one way or the other. This is never a problem as we order expecting minor differences. Larger pigs are not that much of a problem. Smaller pigs can be. If we get a smaller pig, we will call you and see if you would like to supplement the lesser weight with a pork shoulder (butt or picnic). The real problem arises, when due to circumstances beyond our control) the pig does not arrive. This has never happened, but Murphy is always lurking around the corner. If it does, we will do our best to locate another pig. If we can't, we will offer alternative meats (pit beef, pulled pork, spareribs) or refund your deposit. We understand the disappointment, but we hope you can understand that we do our best. Our reputation is also hurt if we cannot supply what we promise.

Another problem that may occur is that cooking pigs can be temperamental at best. We are pretty good at calculating cook times, but again things can happen. We will contact you ASAP if we think that there will be a delay in the delivery of the pig.

Inclement Weather: Maryland Pig Roaster intends on operating rain or shine. We provide canopies for our equipment and setups. We highly recommend that you plan for inclement weather. You should arrange for tents or canopies for your guests. Once we arrive, payment is due in full regardless of the weather situation. The exception to this is dangerous weather in which the federal, state or local governments have posted warnings for the community to seek shelter or evacuate the area. Maryland Pig Roaster will not operate in these conditions. We will work with you to determine an alternative plan. In these cases, the deposit (or part of the deposit) MAY be refunded. Generally, any money that has been spent to purchase food will not be refunded.

Unexpected delays: Maryland Pig Roaster is always acting in good faith to deliver a quality product on time. However, unexpected delays can happen. Traffic delays, motor vehicle accidents or breakdowns, equipment breakdown, acts of God, acts of nature, acts of war, terrorism, national and health emergencies and fires are considered unexpected delays. This list is not complete, but it covers most of what you see in a contract. All attempts will be made to communicate to you, the host, of delays that are keeping us from arriving on time. Providing accurate directions to your event location is always helpful. While we use GPS and mapping tools, they are sometimes not very accurate. Always make sure that you provide us with several contact phone numbers that we can reach you by.

Maryland Pig Roaster cancellations: Maryland Pig Roaster reserves the right to cancel any event, where we have received a deposit, 21 days or more days from the date of the event. The deposit will be fully refunded. In cases of a family emergency or sickness in the Langenfelder or Single family that force a cancellation within 20 days before the event, we will do what we can do to provide alternatives, but we reserve the right to cancel with a full refund of your deposit. A cancellation is not something that we plan to do and have never had to do. More than likely a cancellation of this nature is caused by a major catastrophe or family emergency beyond our control. Maryland Pig Roaster will not be held liable for any hardships, damages, fees or fines beyond the refund of the deposit.

Gratuities: Just like any restaurant that delivers personal service, I and my staff appreciate gratuities for the service that we provide. We do what we do because we also have an appreciation for a quality product and service. We thank you in advance.

Regardless of any of the above situations, Maryland Pig Roaster will work with you. We understand that things happen. We know that you will understand when things happen. We are committed to providing the very best for your event. We always treat it as our own event. Thanks very much.