



BOOKING PROCEDURE AND CANCELLATION POLICY

Soup Sisters/Broth Brothers collects a non - refundable booking fee at time of booking payable to Soup Sisters. This fee will secure the requested date and act as payment for the organizer. Invoices can be issued to corporate bookings for pre-payment.

An approximate group size should be indicated at time of booking. We will ask you to provide us with a final guest count **10 days** in advance of your event. The culinary partner will then invoice Soup Sisters directly based on this number. For this reason, the organizer / group will be expected to pay based on the final guest count if individuals are unable to attend.

We are unable to offer refunds for individuals less than 10 days before your event; however individuals unable to attend at the last minute are welcome to transfer their booking to another person.

This pre payment is necessary to secure individual spots for your party.

Cancellation of an entire group within one week of an event will be subject to a penalty fee determined by the culinary partner in your city. We require **6-8 weeks' notice** of a group cancellation so that we can try and re-book the date.