

Clover & Cane

MOBILE BARTENDING · EVENT EXPERIENCES · GREATER BOSTON

Booking & Service Policies

We want every celebration to feel effortless. These policies explain how booking works and what to expect on the day. The written agreement you sign when you book will list the final details for your event.

◆ 1. Booking your date

- Every booking begins with a **free consultation** to plan your menu, guest count, add-ons and timeline.
- Your date is **reserved once we receive a signed agreement and a 50% retainer**. Dates are booked first come, first served.
- The retainer is applied toward your total and is **non-refundable**, because we turn away other events to hold your date.

◆ 2. Payment

- The **remaining balance is due 7 days before your event**.
- Accepted payment methods will be listed on your invoice.
- Additional hours can be added, even on the day of the event (subject to bartender availability). The **hourly rate depends on your party size and drink menu**, and we'll confirm it with you before any extra time begins. Additional hours are due at the end of the event.
- Gratuity is not included and is always appreciated, but never expected.

◆ 3. Changes, rescheduling & cancellations

- **Rescheduling:** with at least 30 days' notice, you may move your event once to a new available date within 12 months, and your retainer transfers.
- **Cancelling 30 or more days before:** the retainer is kept and nothing further is owed.
- **Cancelling fewer than 30 days before:** the retainer is kept, and any payments made toward the balance are refunded, minus costs we have already paid for your event.
- **Cancelling within 7 days of the event:** the full balance is due.
- If Clover & Cane ever has to cancel, you will receive a **full refund**, including your retainer.

◆ 4. Alcohol & responsible service

- We are a **dry-hire** service: the host purchases all alcohol using the custom shopping list we provide. Clover & Cane does not sell alcohol.
- We serve only guests **21 and over** and may ask for a valid ID at any time.
- We will refuse service to anyone who is underage, appears intoxicated, or is behaving unsafely. We may pause or end bar service early if the safety of guests or staff is at risk. Time lost this way is not refunded.
- We will announce last call before the scheduled end of service.
- Any unopened or leftover alcohol remains the property of the host.

◆ 5. Event timing & guest count

- Packages include **4 hours of bar service**. We arrive ahead of time to set up, and setup and breakdown time is not counted toward your service hours.
- Please confirm your **final guest count at least 7 days before** your event. If your guest count grows beyond your package, we may need to adjust your package or staffing.

◆ 6. Venue, setup & weather

- We need a **level area for the bar**, nearby parking or a loading area, and access to a **power outlet** if you've added lighting or audio.
- Unless included in your quote, the host provides ice. We'll tell you how much to buy on your shopping list.
- Please tell us about any venue rules or vendor requirements (such as insurance documentation or load-in times) when you book.
- For outdoor events, the host should plan a **covered backup area**. We may pause service or move the bar during unsafe weather such as lightning or high winds.

◆ 7. Equipment & property

- Our bar, tools, furniture, lighting and audio equipment remain the property of Clover & Cane.
- The host is responsible for any damage to our equipment caused by guests, beyond normal wear and tear.

◆ 8. Allergies & special requests

- Please share any allergies or dietary needs during your consultation, and we'll plan around them.
- Garnishes and mixers may contain or come into contact with common allergens (such as citrus, nuts or dairy), so we cannot guarantee an allergen-free bar.
- Mocktails are available so every guest has something special in hand.

◆ 9. Photos & social media

- We may photograph our bar setup and drinks at your event for our portfolio and social media.
- We will only feature recognizable guests with permission. Just let us know if you'd prefer we don't post anything from your event.

Questions? cloverandcane@gmail.com · Instagram [@clover_and_cane](https://www.instagram.com/clover_and_cane)

Policies effective 2026 and may be updated from time to time. The signed agreement for your event takes priority over this summary.