

Company Policies

Costeaux French Bakery, Inc.

Made to Order for You – To Go!

Made to Order for You requests for take out sandwiches, salads, soups, breakfast items and accompanying desserts are accepted for same day pick up. Current [breakfast and luncheon menus](#) are located in the Café and Catering section. Please allow 30 minutes for fulfillment and plan to pick up your order during regular business hours. *Made to Order* service includes cups, plastic flatware, and napkins, as appropriate for the order.

Pick Up and Off-Site Catering

Catering orders will be accepted up to forty-eight (48) hours prior to your event and require a signed contractual agreement. Both pick up and off-site catering delivery is available. Please note we do not provide full service off-site catering service, but you can pick up - or we can deliver - platters and delicious meals of all sorts and sizes. Our [catering menu](#) is available in the Café and Catering section.

Plates, cups, plastic flatware, napkins and serving utensils are included, as appropriate. Most products will be given to you in disposable containers which do not need to be returned to us, unless specified otherwise. We can supply more formal serving dishes and platters upon request, for which there may be a deposit or additional fee. If you have any special needs please let us know and we will do our best to accommodate you.

Catering orders require a 25% deposit at the time of booking with a valid credit card to secure the event. The remainder is due and payable seven (7) days prior to the event. Incremental charges, if any, will be computed upon completion of the order. Proposals are based on the guaranteed guest count. Should the guest count decrease, the per-person price may need to be re-evaluated.

Rental of Facilities for On- Site Catered Special Events

Costeaux French Bakery, Inc. includes the café and open air patio as well as professional kitchen space. These areas can be made available for rental events when not in use by the Bakery. Reservations for use of the facility are on a "first come, first served" basis and must be made through the General Manager. A facility rental agreement and deposit are required. For a copy of the Rental Policy and Rental of Facilities Application, please call 707-433-1913 or email info@costeaux.com For information on general catering policies, please see Pick Up and Off-site Catering, above.

Special Order Desserts and Confections

Special occasion dessert and confection orders will be taken up to one day prior to pick up. Please have the order in prior to 3:00 p.m. the previous day. We will do our best to accommodate same day orders. We will be happy to include fresh flowers and/or a card upon request. We can also write a personalized special message on many of our desserts, cakes and tortes.

Special Order Breads

Orders for special breads will be taken up to one day prior to pick up. Please place your order prior to 3:00 p.m. the previous day. For long-fermented artisan breads, 48 hours advance notice is required.

Same Day Orders

We will do our best to accommodate same day orders for catering, special order desserts, confections and breads. *Made to Order for You* – To go! orders are expected to be placed the same day. Wedding cake orders require two weeks advance notice.

Pick Up, Delivery and Cancellation of Orders

Orders are to be picked up during regular business hours. We will be happy to deliver your order with a \$50 minimum order size. There is a delivery fee on all orders, depending upon destination.

Cancellation must be made 24 hours in advance. The same day or late order cancellation fee is 10% of the order.

Wedding Cakes

Wedding cake orders will be taken up to two weeks prior to the event although we prefer to have much more lead time. Please see the weddings section of our website for more details.

Rental of Cupcake Stands

Square, white, simple yet elegant small and large cupcake stands are available for rental. Rental requires filing a credit card and signature that the stand will be returned within 48 hours of the event.

Birthday Parties

Birthday parties for children can be arranged. We ask that children be at least seven (7) years of age and that arrangements be made at least forty-eight (48) hours in advance. The party offers children of all ages the opportunity to decorate his/her own cupcake to take home, and a cake for the party decorated by Costeaux French Bakery. Please contact us for more details.

Group Tours

Educational tours of the retail store and baking facility can be made available for school children, FFA, 4-H, Girl Scouts, Boy Scouts, civic groups, student chefs and bakers, lifelong learning in retirement groups, and hotel and restaurant management professionals. Advance notice is required as is an application and approval of a liability waiver statement. Please contact us at 707-433-1913 or info@costeaux.com for more details.

Wi Fi

Please enjoy the use of Wi Fi while you have a rich espresso, lunch on the shaded patio, or a snack in the afternoon.

House and Wholesale Accounts

House and wholesale accounts are available upon request. Please download, complete and return the Credit Application.

Payment

We accept VISA, MasterCard, and American Express. Personal checks are accepted with current identification and telephone contact number.