

catersource® + **THE  
SPECIAL  
EVENT®**

# WHAT'S THE WORST THAT COULD HAPPEN?

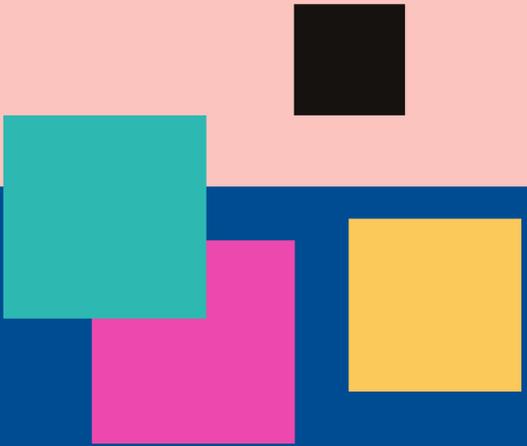
Tales, Tips + Mishaps from the  
Legal Side of Events

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# DISCLAIMER

I am an attorney, but I am not YOUR attorney. All legal information I talk about during this presentation is intended for mass consumption and a large variety of different businesses. I am only your attorney if/when you hire me, and we sign an engagement letter for me to specifically work on your legal issues. Please feel free to seek out another attorney in your state or jurisdiction if you need specific legal advice or contact me for more information.



# What We're Covering Today:

**1**

**What's the worst that could happen?**

**2**

**Client Service  
Agreements**

**3**

**When to hire  
an attorney**



**So, what IS the  
worst that  
could happen?**

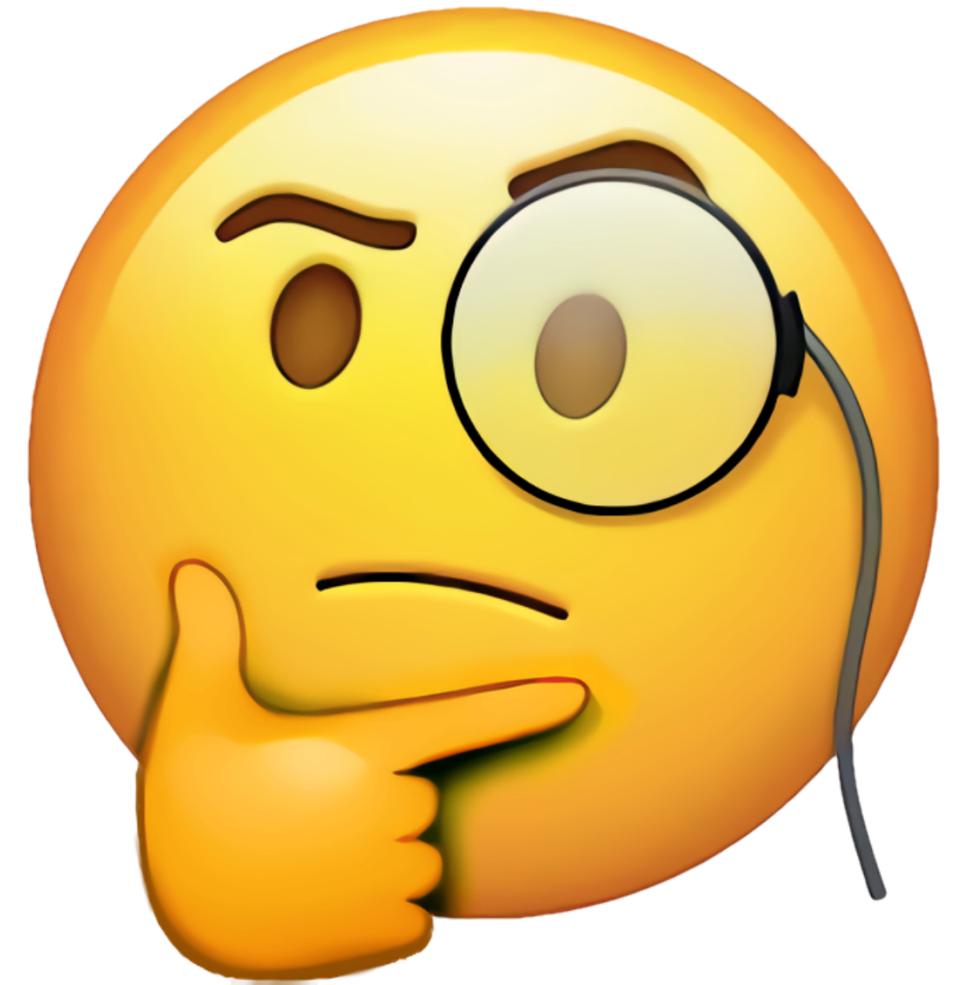
# What to do when you get that dreaded email from a client....

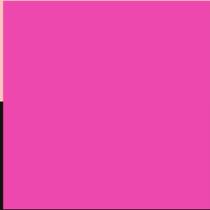
- Take a deep breath
- Consult an attorney (more on this later)
- Remember that what you say in your first email response is critical
- When the client wants to terminate early....
- When the client wants money back after the event....

**Business  
Decision**

**vs.**

**Legal  
Decision**





# Groom dies before wedding; venue refuses to refund bride, family says

By Lincoln Graves

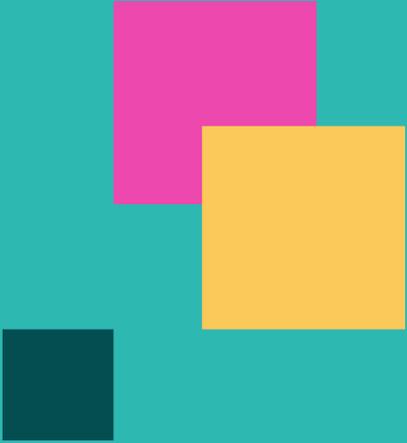
Published: Sep. 30, 2022 at 4:45 PM EDT



SALT LAKE CITY (KUTV) - A family in Utah says they are dealing with losing a loved one before a wedding, and the venue isn't refunding them their money.

Virginia Cervantes said her daughter got engaged in March 2021 to a man named Kevin, and they had their wedding date planned for this month.





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# **Client Service Agreements: The Basics**

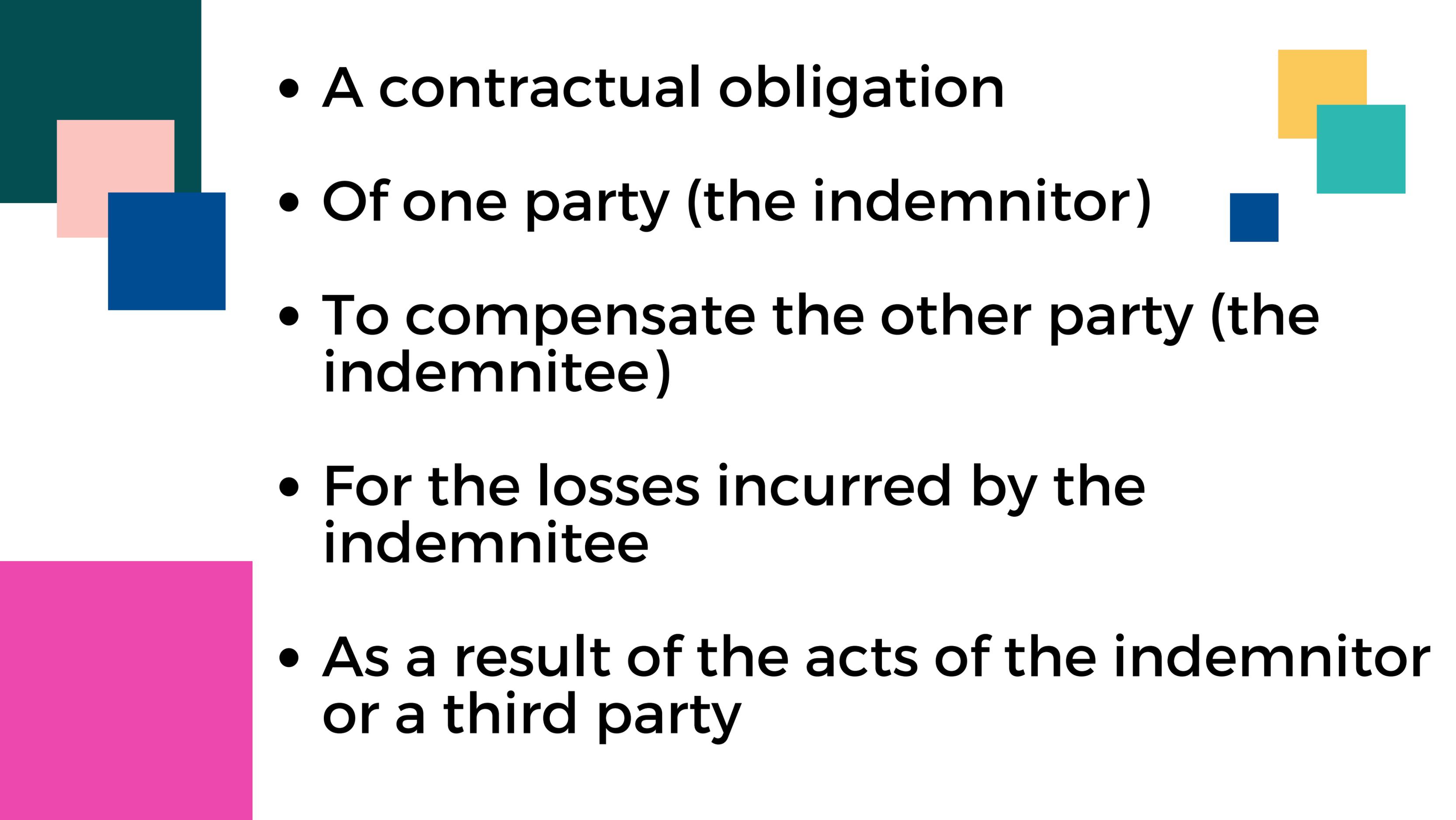


# Client Service Agreements: The Audit

- When was the last time I had an attorney review my client service agreement(s)?
- When was the last time I updated my client service agreement(s)?
- Did any situations happen this year that I'd like to address in my client service agreement(s)?
- What were some of my pain points this year? And are they appropriate to address in my client service agreement(s)?

**What the heck  
does  
"indemnity"  
mean?**

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- 
- A contractual obligation
  - Of one party (the indemnitor)
  - To compensate the other party (the indemnitee)
  - For the losses incurred by the indemnitee
  - As a result of the acts of the indemnitor or a third party

# Client Service Agreements: The Missteps

- Force majeure, rescheduling, and cancellations
- Termination WITHOUT cause
- No default provision
- Undefined planning services

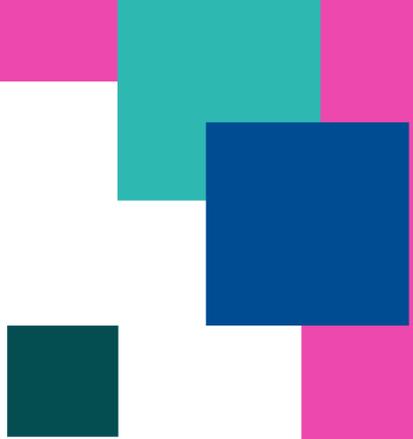


A decorative graphic consisting of a large yellow rectangle with a black border. The top-left corner of the yellow rectangle is rounded and has a teal bar extending to the left. The bottom-left corner is rounded and has a pink bar extending to the left. The top-right corner has a light pink square overlapping a blue square. The bottom-right corner has a pink square.

# **Engaging an Attorney**

**What to handle on your own**

# Engaging an Attorney



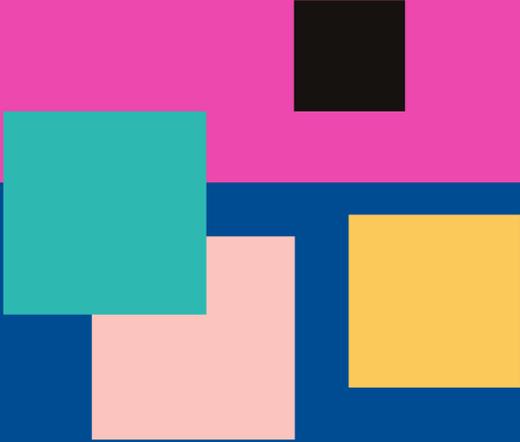
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What could go either way

# Engaging an Attorney

## When to **DEFINITELY** engage an attorney

- If you've never worked with one
- In a client dispute
- When you're hiring people
- Before you sign anything
- When going into business with someone



**If you don't  
understand it, DON'T  
sign it**

**Start a  
relationship  
with an  
attorney  
BEFORE you  
need one**



**Let's keep the conversation going!**



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## **Additional Contract Considerations for Caterers**



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