



Catering Policy

Effective Date: July 23, 2025

Cotton Candy Catering Policy

Sweet service, structured terms.

We love bringing joy in the form of fluffy sugar clouds, but we also run a professional operation. Below are the ground rules so your event — and our sanity — stays intact.

Booking & Deposit

- To secure your date, we require a non-refundable deposit equal to one-third (1/3) of your total invoice.
- We require at least 14 days' notice to book your event. Rush bookings may be possible, but not guaranteed.
- Your deposit is applied to your total balance and holds your event date firmly in our calendar.

Power Requirements

- Our machines need electricity — we'll bring extension cords, but a working outlet must be available within reasonable distance.
- No power? No problem — for an additional \$20/hour, we'll bring our generator. Please let us know at booking if it's needed.

Setup & Equipment

- We provide a cotton candy cart, or 10×10 pop-up tent (for corporate and large events) and all necessary cotton candy equipment.
- Setup time is typically 45 minutes to 1 hour and is not charged to the client.
- We arrive early to ensure we're ready before guests arrive.



Event Size & Staffing

- Events with more than 40 guests require two machines, and an additional staff member at \$20/hour.
- This ensures smooth service, reduced wait times, and happy guests.

Payment & Cancellation

- Your 1/3 deposit is non-refundable under all circumstances.
- Cancellations made less than 7 days before the event may incur up to 50% of the total invoice, depending on preparation completed.
- The "One Spin" Rule: We review one cancellation or refund request per event — no repeat claims will be processed once a decision is made.

Final Payment

- Full payment is due by the day of the event before service begins.
- We accept major credit/debit cards and cash.

The Fine Print

- We reserve the right to decline service if conditions are unsafe or power requirements cannot be met.
- Any additional on-site changes requested by the client may result in additional fees.
- Information collected for booking is used solely to coordinate your event so that our part runs smoothly for you.

Contact Us

For any questions, special requests, or venue-specific considerations.

- Email: contact@glowdupcottoncandy.com.
- Phone/Text: (417) 319-4319

We're here to help ensure your event runs smoothly and your guests leave with smiles (and maybe a little sugar on their noses).