

FREQUENTLY ASKED QUESTIONS

Q: What information should I have ready when enquiring about catering?

A: It is best to have as much information as possible i.e. number of people, dietary requirements, delivery address/venue, kitchen facilities (if appropriate), hire equipment requirements, style of menu, budget, and of course contact details.

Q: What is the latest I can make a catering order?

We will always endeavour to fill your order no matter when it comes in. However, orders must be placed by 10.00am the preceding day to avoid a late order fee of \$20.00. Please remember we do not sleep in the office and cannot reply to responses out of our office hours, 9am to 4pm Monday to Friday. To avoid disappointment please contact us as early as possible as some items take 48 hours to prepare. Order acceptance is also subject to availability

Q: Can I make an order for the weekend or public holidays?

A: Weekend orders must be a minimum of \$500.00. Orders on public holidays will incur a %15 surcharge. All orders are subject to availability.

Q: What if I need to make a change or cancel my order?

A: In most instances we have ordered the ingredients for your order at least a day in advance, as such any changes must be made as soon as you are aware of them. Cancellations after 12:00pm on the preceding day will be charged at 75% of the quoted price. Amendments to orders can be made up until this time. Amendments to online orders already paid for by credit card, which require a refund or further payment, will be charged in a separate credit card payment and incur a 3% surcharge.

Q: When will my food be delivered and what are your delivery charges?

Food which only requires a drop off will be delivered hot 15 minutes before the serving time stated by the customer. Within Wellington CBD there is a delivery charge of \$10 per drop-off. This includes pick up of plates usually the following day. There will be an additional charge for deliveries outside the Wellington CBD, cost is dependent on location: Wellington Suburbs \$25.00 Lower Hutt \$40.00 Porirua \$40.00.

Q: How are the items on your menu packaged, served?

Lunches will be delivered on plates unless otherwise specified. For most lunch items cutlery is not necessary, for those which require cutlery, disposable bio ware cutlery will be provided. Lunches that need to be eaten on the go will be served in appropriate disposable packaging with all necessary equipment, utilising sustainable compostable packaging where possible.

Q: How do I place and pay for my order?

You can place your order via phone or email. You have the option of paying by credit card or invoice, we accept VISA and Mastercard. Invoices must be paid within 7 days unless otherwise arranged.

Q: Do you cater to special dietary requirements?

A: Yes we certainly do. Our menu is full of gluten free, dairy free, vegetarian and vegan items. Our chefs are experts at creating varied menus so you can be sure not to receive the same items every time.

FUNCTIONS**Q: Is it best to book the caterer or the venue first?**

Some menu items require more kitchen facilities than others, as such we can't guarantee your menu choices until we have the details of the kitchen facilities.

Q: Do you require a deposit?

To guarantee your booking a minimum deposit of 10% or \$500 (whichever is greater) is required.

Q: Do I need the service staff or can I just get the food delivered?

Some items require onsite chef preparation; others require service staff to pass the food around. Please contact us to discuss exactly what your event requires.

Q: Can I provide my own alcohol?

Yes you can provide your own alcohol and we can provide the equipment and staff to work the bar. However a handling fee will apply. Please contact us for further information.

Q: Do you have a liquor license?

Yes we do. Please contact us to discuss the details.

Q: What will the staff wear?

Staff will be dressed in white t shirts, black pants and shoes and a unique long grey apron with our logo