



# FREQUENTLY ASKED QUESTIONS

## GENERAL INFORMATION

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### HOW MANY APPETIZERS WILL EACH GUEST RECEIVE?

We guarantee one of each appetizer per guest. Since some guests take more than one of certain items, we always bring extra food to ensure there is more than enough.

### ARE RENTAL COSTS INCLUDED IN THE CATERING QUOTE?

No. Rental costs differ based on guest count and style of food service, with an additional charge reflecting the rentals needed for each individual event. Once a menu is finalized, we create a rental list based on everything that is needed. We send this list to the rental company to get an estimate, which is then relayed to the client. Finally, the client pays the rental company directly for their services.

### SERVICE STAFF

Each style of food service requires a different number of service staff, with guest count also playing a role in staffing protocols. One service staff member for every 10 - 25 guests is the general guideline, depending on the style of service needed. Sit-Down Dinners require the largest number of staff. Food Station Events often require more hands, as interactive service may necessitate 1 - 2 servers at each station. Service staff members are also needed for set-up and tear-down routines at each event.

### SERVICE FEE & TIPS

The service fee is charged to cover the administrative and operational services related to your event. Tips are not included in your quote as all staff members receive a premium hourly wage. Any additional tips are fully discretionary to the client during the event time. If the client would like to distribute additional tips post-event, they should contact their event coordinator.

### WHEN DO YOU NEED THE FINAL GUEST COUNT?

14 days before the event date. Our chefs order food in advance, so last minute changes (like large increases or decreases) cannot be guaranteed.

### WHAT IS THE MINIMUM ORDER?

Full-service catering (including food & labour) is a minimum of:

**\$ 2,000** before Tax

- Between January - March: Everyday
- Between April - December: Monday - Thursday

**\$ 5,000** before Tax

- Between April - December: Friday & Sunday

**\$ 7,500** before Tax

- Between April - December: Saturday



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### **VEGAN OPTIONS**

Vegan options will be provided complimentary for all food services to accommodate vegan guests at each event.

### **HOW LONG DOES THE APPETIZER SERVICE LAST?**

Appetizer service lasts anywhere from 1 - 2 hours, depending on your guest count and the event timeline.

### **WHAT IF MY EVENT LOCATION IS OUTSIDE OF GTA?**

Any event sites outside of the TTC are subject to additional fee to cover the expenses of transportation.

### **DO YOU SERVE CONTINENTAL BREAKFAST / BRUNCH?**

Yes. If the minimum order of \$2,000 is met, The Food Dudes offer a variety of selections presented on our Brunch Menu.

### **HOW DO YOU DEAL WITH FOOD ALLERGIES & RESTRICTIONS?**

Our food is made from scratch, so it's easy for us to accommodate allergies and food restrictions. So long as we are informed of the specifications in advance, we can always prepare dishes without certain ingredients or create a separate dish to accommodate the special needs of a particular guest.

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### **WHEN DO I NEED TO SIGN THE CONTRACT?**

To save your date, it is recommended to sign the contract as soon as possible, since many dates book up quickly. Your event is not confirmed until a signed contract and deposit have been received.

### **FORMS OF PAYMENT**

We require a 25% deposit upon signing of the contract. This can be paid via Cheque, Cash, E-Transfer, or Wire Transfer. The remainder of the payment is due 7 days before your event, and can be paid using the same methods, with a restriction on credit card payments beyond \$10,000.

We do not accept Credit Cards. However, if it is the only option, an additional 1.5% Admin Fee will be applied on top of the final bill for Visa, or Master Card. Please note if you are using an AMEX the Admin Fee is 4%.

### **WHAT IS YOUR CANCELLATION POLICY?**

If the event is canceled three months (90 days) or more from the event date, the deposit is returned to the Client in full (less \$ 100.00).

If the event is canceled less than 90 days from the event date, the deposit is forfeited in full.

If the event is canceled between 2 weeks (14 days) and 1 month (30 days) from the event date, the Client will be charged for 50% of their quote.

If the event is canceled within 2 weeks (14 days) of the event date, the Client will be charged for 100% of their quote.





## BAR SERVICES

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### **DO YOU OFFER BAR PACKAGES?**

We have many options, including consumption and cash bar. Please do not hesitate to ask us for our Bar Menu Packages.

### **DO I NEED TO GET AN SOP (SPECIAL OCCASIONS PERMIT)?**

This all depends on the venue. A private event held at a private residence does not require an SOP, whereas an SOP is needed if your event is being held in a public venue. We are always happy to answer any questions regarding the SOP and we can help with the application process for your event.

### **CATERING ENDORSEMENT / SOP**

When Food Dudes provides the bar service, it will be handled under the Food Dudes Catering Endorsement. If the client chooses to purchase their own bar product, the SOP has to be provided by the client.

## WEDDINGS

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### **CAN I BOOK A TASTING?**

We offer complimentary tastings to our wedding clients, held in our private and distinctive tasting rooms at 24 Carlaw Avenue. We allow the wedding couple to bring two additional guests along with them, to taste the majority of the items on their customized menu. We ask our clients to make these selections in advance to ensure they are tasting the items of their choice. Your event coordinator and one of our experienced managers will host you that evening, so you'll be able to address any questions about the menu and the event itself.

### **WHAT DOES THE SOFT BAR INCLUDE & HOW MUCH DOES IT COST?**

Soft bar includes Soda Pop, Juice and garnishes for the bar. We provide Diet Coke, Coke, Sprite, Ginger Ale, Soda Water, Tonic Water, Orange Juice, Cranberry Juice, Lemons and Limes. The total cost for this service is \$5.00/guest. Caesar Mix, Mojitos, Sparkling/Flat Waters, and Specialty Garnishes will be an additional cost. Ice is also billed separately and is charged on a per-person basis.

### **CONSUMPTION BAR**

Consumption bar service is based on a 2-drink minimum. No refunds can be made after the event. Over consumption will be billed post event.

### **DO YOU PROVIDE VENDOR MEALS? HOW MUCH DO THEY COST?**

Vendors are provided an entrée, at a reduced cost of \$35. They have the option to choose any one of the entrées that you have selected for your guests. Vendors include your wedding planner, members of the band, DJ, extra entertainment, videographer and photographer. Please include your vendor's entrée selections when you submit your final guest count and meal selections.



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### **WHAT DO YOU OFFER FOR KIDS MEALS AT WEDDINGS? HOW MUCH DO THEY COST?**

We have a customized Kid's Menu available upon request. You must select 1 entrée that all kids at the event will be served. Kid's meals are charged at a rate of \$25/guest.

### **WHAT ABOUT LEFTOVER FOOD?**

All food leftovers will be handled by the Executive Chef and strictly followed by food safety protocols. No leftovers can be guaranteed.

### **ANNUAL MENU CHANGES**

Food Dudes Executive Chefs change the menus each year, based on seasonality, sustainability and food trends. Therefore, food tastings for weddings are recommended within the same year.

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### **DO YOU CHARGE A CAKE CUTTING FEE?**

No. If you wish to have our staff cut and serve the cake at your wedding, we are more than happy to oblige at no additional cost.

### **IF MY EVENT IS OUT OF TOWN, DO YOU CHARGE A TRAVEL FEE?**

If the event is outside of the city of Toronto, we charge a travel fee of \$1.75/per KM, to and from the destination, plus the hours of travel for each staff member.

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## **MORE QUESTIONS? CONTACT US!**

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