



# FREQUENTLY ASKED QUESTIONS

## GENERAL INFORMATION

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### 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.

### 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 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.

### WHAT IS THE MINIMUM ORDER?

#### Low Season (January - April)

Monday - \$5,000

Tuesday - Thursday - \$2,500

Friday - Sunday - \$5,000

#### High Season (May - December)

Monday - \$5,000

Tuesday & Wednesday - \$3,500

Thursday & Friday - \$5,000

Saturday & Sunday - \$10,000

#### Out of Town (Outside of GTA)

Monday - Friday - \$7,500

Saturday - \$15,000

Sunday - \$10,000

### 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.

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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### **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.

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

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

### **VEGAN OPTIONS**

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

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

Yes. If the minimum order is met, we 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.

### **WHAT HAPPENS TO 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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### **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. 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%.

### **CANCELLATION**

If the Event is cancelled by the client, three months (90 days) or more from the Event date, 100% of the deposit will be held by the caterer to be credited in favour of the client towards any future client event(s) that are held within twelve (12) months from the scheduled Event date, but thereafter will be forfeited in full.

If the Event is cancelled by the client for any reason, between 1 month (30 days) and 3 months (90 days) from the Event date, the deposit will be forfeited in full.

If the Event is cancelled by the client, within 2 weeks (14 days) to 1 month (30 days) of the Event date, the deposit will be forfeited in full and the client will be charged for 50% of their total quote.

If the Event is canceled within 2 weeks (14 days) of the Event date, the deposit will be forfeited in full and the client will be charged 100% of their total quote.

During the Covid-19 Pandemic special cancellation policies are in effect, please email [events@thefooddudes.com](mailto:events@thefooddudes.com) with any questions.



## 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.

### LIQUOR PERMITS

When Food Dudes provides the bar service, it will be handled under the Food Dudes Catering Endorsement License.

A private event held at a private residence does not require a liquor license. A Special Occasions Permit is needed if you are providing your own alcohol and the 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.

## 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 four guests in total to taste the majority of the items on their proposal. Menu selections will be chosen in advance. Your Account Manager or one of our Experienced Managers will host you that evening.

### 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.

### 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 \$30/guest.

### 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. Caesar Mix, Mojitos, Sparkling/Flat Waters, and Specialty Garnishes will be an additional cost to the soft bar package. 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?

Yes. Vendor meals cost \$35 and will be served at an appropriate time. We ask that you include the vendor's selections when you submit your final guest count and meal selections.

## MORE QUESTIONS? CONTACT US!

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