



## 2017 CATERING POLICY

Thank you for your interest in Pig Out BBQ Catering. We look forward to helping you plan and host a great event. It is our goal to provide you and your guests with a truly unique catering experience that will long be remembered for years to come. This policy outlines what we will need/expect from you as well as what you may expect from us

1. **ACCESS:** You will need to ensure that your event location can accommodate our catering truck(s) and our BBQ(s) before booking our services. Our equipment is required to stay connected and requires the following:
  - A hard surface parking area that is safe from all traffic hazards.
  - A hard surface area that has ample enough room for us to safely maneuver our equipment into position.
  - A hard surface parking area with a vertical clearance of no less than 14 feet.
  - A hard surface parking area that is a minimum of 20 feet wide.
  - A hard surface parking area that is a minimum of 80 feet in length.

In essence, we need to be able to enter, park, set up, cook, clean up, and then exit the location safely and without obstructions.

2. **MEAL SERVICE: All of our meals are served buffet style.** We do not offer plated service or bussing services. We provide the following for our buffet service.
  - a. Serving tables for the main meal and for desserts as needed.
    - If your serving area is **not** on the **ground floor level** or **within 50 yards** of our preparation area (the location where we park our truck and BBQ), **you will be expected to provide all tables needed to serve your meal and dessert.**
    - Buffet serving tables that you are required to provide shall be sturdy similar tables with a measurement of 30"x8' for buffet and 30"x6' for dessert tables
    - If required, your event confirmation will specify the type and the number of tables needed for your event.
  - b. Black table linens for the serving and dessert tables only. **If you desire a different color or have additional needs for linens, or decorations, they will need to be provided by you.**
  - c. All the serving dishes including table top ice trays and heated chafing dishes required to keep all food items at safe proper serving temperatures.
  - d. All required serving utensils for the various menu items.
  - e. High quality disposable plates, flatware, and napkins necessary for the events guest count.
    - If you would like to have china or other types of disposable plates and flatware, you will need to make all the arrangements for these items including the bussing, scraping, rinsing, and preparations for return. **We do not provide staffing for these types of services.**
    - There is no price adjustment provided if you elect to use you own china or disposable plates and flatware.
3. **SERVING LINE PROTECTION:** The buffet line and dessert tables will require covered protection. you will be required to provide a covered or shaded area for the buffet and dessert service tables. The minimum required covered space will range from **10'x20' to 20'x20'.** **THIS IS MANDATORY FOR FOOD SAFETY**
4. **PREPARATION/MEAL SERVE TIME** All meals are prepared onsite. Our cooking times are calculated based on **your desired initial serve time.** It is very important that we work closely together to establish your desired serve time. We want to avoid delays between the meal being ready and served and the time when your guest begin to eat.
5. **BUFFET SERVICE TIME: Our normal service time is 45 minutes from the initial serve time**
  - Our staff will keep the buffet open and menu items replenished for your guests
  - Depending on the speed in which your guests are flowing through the buffet line, shot, brief interruptions in the serving line may occur. We will do our best to minimize interruptions.
  - After 45 minutes of service, my staff will begin to clear the serving tables and start our cleanup process.
  - If your event requires additional serving time, arrangements for this must be made prior to the event. **Additional service time, special or unique service requirements may result in a variation to the pricing for your event and will be reflected on your confirmation and invoice.**
6. **LEFT OVERS:** There is no guarantee that there will be leftovers at your event. In the event there is leftover food, **it will only be left if there is suitable refrigeration at the event location.**
  - a. Suitable refrigeration can be electric refrigerators, large coolers with ice, or similar devices that will keep the leftovers cold and protected from the elements.

b. **PLAN IN ADVANCE FOR LEFTOVERS. This includes, but is not limited to, you providing the following:**

- Appropriate storage containers.
  - Tupperware style containers with lids
  - zip lock bags (freezer gallon size) or containers with lids
  - Styrofoam carry out type of containers
  - Tin foil,
  - any other items suitable to store food in.
- Disposable utensils to transfer or reserve leftovers from your storage containers.

**Remember, leftovers WILL NOT be left if proper containers are not provided and if appropriate refrigeration is not available.**

7. **TRASH DISPOSAL:** You, the host, **shall provide all trash disposal services.** This includes a location for us to leave all of our disposable trash and cardboard as well as trash containers with liners conveniently located for your guests to use. **Pig Out BBQ does not provide maintenance of guest or other event trash.**
8. **CONFIRMATION:** All events require a signed confirmation. The confirmation summarizes your billing information, your event information, your menu selection, your guest count, and any other special requests agreed to. **AN EVENT IS NOT RESERVED UNLESS A SIGNED CONFIRMATION ALONG WITH A SIGNED CATERING POLICY HAS BEEN RECEIVED.**
9. **GUEST COUNT: A confirmed final guest count is required no less than seven (7) days prior to your event.**
  - This count is the guaranteed number of servings we will prepare for your meal.
  - The final guest count is the number used for your final invoice.
  - It is very important to have an accurate guest count in order to ensure you have an adequate amount of food for your guests.
  - Our cooking process makes it very difficult to accommodate large influxes of guests on the day of the event.
  - It is recommended that you increase or add a percentage to your final guest count as a precaution.
  - In the event that you have a greater number of guests at your event than what is reflected in your final guest count your final invoice **WILL BE ADJUSTED ACCORDINGLY.**
  - Your event may require food service controls that **you will be required to supply**  
Controls such as:
    - Issuance of a meal ticket or meal service bracelet to guests allowed to eat
    - Monitor(s) to accept and validate the meal ticket or service bracelet
    - Serving line monitor(s) needed to prevent guests from having additional helpings
    - Portion control servers if/as needed to prevent gluttonous helpings from being taken leading to a shortage of food
10. **DEPOSITS:** Your event may require a deposit. Deposits amounts will be reflected on your confirmation. Refunds of deposits due to cancelation of an event will be as follows:
  - 100% refund given to cancellations made more than 60 days of the event date.
  - 50% refund given to cancellation made between 31 and 60 days of event date.
  - No Refund is given to cancellations made within 30 days of event date.
11. **CANCELLATION: Cancellation on your behalf within 30 days of your event may result in a charge of 50% of the total confirmation amount. A cancellation on your behalf within 15 days of your event will result in a 100% charge of your total confirmation amount.**
12. **LOCATION / TRAVEL FEES:** Depending on the location of your event, a location/travel fee may be applied to your invoice. The location/travel fee will be based on mileage for equipment and time for personnel to travel. These charges will be reflected on your confirmation and final invoice accordingly.
13. **FACILITY FEES:** Some facilities charge a catering fee that is based on your final invoice amount. These are applied in addition to any rental fees you are charged by the facility. The fees vary widely. Check with your facility prior to booking with us. If applicable, this fee will be listed on your confirmation and on your final invoice.
14. **SURCHARGES:** Due to the volatility of market conditions, market prices, and the economy which affect supplies such as meat products, side dish products, utensils, fuel, etc. Pig Out BBQ Catering reserves to right to impose a surcharge above the per serving price of a selected menu. If our costs are significantly impacted by factors beyond our control at the time of your event, a surcharge will be assessed to your final invoice. We will do our best to notify you in advance of any surcharges and to keep them at a minimum.
15. **GRATUITY:** We feel that gratuity should reflect the quality of our food and our service. We have established a gratuity rate of 15% of your final invoice total. You may elect to increase this amount accordingly and, **if you feel this rate is not a fair representation of the quality of food and service you receive we will gladly reduce the amount accordingly!** We appreciate your understanding of our gratuity policy. We are willing to discuss it with you at any time.

16. **PAYMENT OF INVOICE:** For corporation events, we will submit a final invoice for payment processing after the event is complete. **For private events, payment in full is due prior to or on the day of the event.** Please plan ahead to avoid any confusion and delays with your payment.
17. **CREDIT CARD PAYMENT:** All credit card payments are subject to bank processing fees of \$3.95 per transaction and **3.90% of your final invoice total including gratuity.** Some credit card processing fees could be higher. **Please inquire before using credit cards for payment.**
18. **Acknowledgement:** A copy of this catering policy must be signed and returned with your confirmation. As each event is unique in nature, the terms and conditions of our catering policy may be changed to conform to your specific event. If we do not have a signed catering policy along with your signed confirmation, your event will not be booked.

### Acknowledgement of Catering Policy

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PRINTED NAME

NAME OF EVENT

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DATE OF EVENT

LOCATION OF EVENT

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SIGNATURE

DATE OF SIGNATURE

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ADDRESS

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CELL PHONE NUMBER

EMAIL ADDRESS