

PIG OUT BBQ CATERING

2022 CATERING POLICY

Thank you for your interest in Pig Out BBQ Catering. Since 2000, Pig Out BBQ Catering has been providing award winning, authentic, wood fired, REAL PIT BBQ, that's cooked fresh onsite. Our goal to provide you and your guests with a truly unique catering experience that will be long remembered!! This policy outlines what we will need from you and what you may expect from us to make this happen!

1. **ABOUT US:** The BBQ market has become crowded with many options now available to you. Here are a few things that make us stand out and will make your event a truly unique experience!
 - We bring the experience to you. Our services are done onsite. This makes our quality and BBQ a unique and unbeatable experience!
 - We are fully self-contained!! We don't require shore power, water, or any other services. This allows us to provide our services anywhere we can safely get our equipment and the reason why we say "we bring the party to you!"
 - We are 100% authentic, wood fired, REAL PIT BBQ cooked fresh on site utilizing our custom built mobile BBQ Pits and locally sourced hardwoods.
 - We provide temperature control for your hot menu items and your cold menu items!! Food Safety is the utmost importance to us and it should be for you and your guests!!!
 - Our mobile units allow us to provide services for events ranging from 50 to more than 5,000 guests.
 - With over 20 years of experience, our quality of food and our ability to provide exceptional, timely service is unbeatable.
 - Our award-winning BBQ is only available at events. Its not same ole blah bland warmed-over BBQ you and or your guests may have recently had.
2. **ACCESS:** In order for us to provide you with this truly unique experience, we will need safe access to your venue location. Prior to booking our services, you must ensure your event location can safely accommodate our semi class catering truck(s) and BBQ(s) This is applicable to the entire route we must take to reach your event location.

Your event location must have the following

- A hard surface parking area capable of handling very heavy **SEMI** class vehicle and trailer that is safe from all traffic hazards.
 - The hard surface area can be pavement, gravel, or very hard grass/field areas
- Vertical clearance of no less than 14 feet to maneuver in, park and exit the event location
- A parking area / cooking operations area that is a minimum of 15 feet wide and 80 feet in length

Prior to your event, we need to be informed in advance if the access to your venue location requires us to:

- Climb steep hills with long degrees of incline and decline during ingress and egress (is the venue on a hill)
- Travel on gravel or dirt roads
- Travel on unimproved roadways
- Travel on single lane roadways improved or unimproved
- Cross weight restricted or unposted private bridges

Folks, we are basically showing up in a SEMI class Truck and Trailer (see photos below). The Ingress, egress, and Venue set up location must be able to safely accommodate a vehicle of this class, size, and weight.

If our access needs remain in question for your event location, we will gladly conduct a walk through with you to verify your site has appropriate access.



3. **ONSITE and DESIRED SERVE TIME:** All meals are prepared and served onsite. Our cooking times are calculated based on **your desired serve time**. Depending on size of your event and your menu selections, we will need to be onsite anywhere from 2 to 18 hours prior to your desired serve time. It's very important for us to work closely together to establish your desired serve time. It's our goal to minimize any delays between the meal being served and the time when your guests actually begin to eat.
4. **MEAL SERVICE AREA PROTECTION:** The meal service area needs to be large enough to accommodate our serving lines and dessert tables (if applicable). The serving area must be protected from all types of elements. The service area may be indoors or outdoors or a combination thereof, serving area is protected from the elements. At a minimum the required covered space will range from **10'x20' to 20'x20'**. The amount of space needed for your particular event will be confirmed prior to the event. If your serving

area protection needs are in question, we will gladly conduct a walk through with you to verify the appropriate protection needs for your event!

5. **WE PROVIDE THE FOLLOWING FOR MEAL SERVICE:** **All of our meals are served buffet style.** We do not offer plated service or bussing services.
 - 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 equipment) you will be expected to provide all tables needed to serve your meal and dessert.
 - If your event location requires you to provide tables, the tables must be sturdy similar tables with a total combined measurement of 30"x16' 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 serving equipment including table top ice trays and heated chafing dishes required to keep all food items at safe 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.
6. **MEAL 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 during this time period.
 - Depending on the speed in which your guests flow through the buffet line, short, brief interruptions in the service may occur. We will do our best to minimize interruptions.
 - After **45 minutes** of service, our 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.**

Is your meal service time critical? We are able to provide fast efficient meal service for large groups. Please let us know if you have a specific need!!

7. **LEFT OVERS:** **There are no guarantees that there will be leftovers at your event.**

In the event there are leftovers, the following is required:

- a. Suitable refrigeration
 - 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. Appropriate storage containers.
 - Its your responsibility to provide appropriate storage containers for your left overs,
 - Tupperware style containers with lids
 - zip lock bags (freezer gallon size)
 - 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 appropriate refrigeration and proper containers are not provided

8. **REQUIRED TRASH DISPOSAL RECYCLING:** You, the host, **must provide all trash disposal and recycling services** at your event location. This is not only for us to leave all of our disposable trash and recyclable materials but for your guests as well. **Pig Out BBQ does not provide maintenance of guest or other event trash.**
9. **RESERVATIONS - CONFIRMATION:** **All events require a signed confirmation to reserve the date and desired serve time.** The confirmation summarizes your billing information, your event information, your menu selection, your guest count, and any other special requests we have agreed to. **AN EVENT IS NOT RESERVED UNLESS A SIGNED CONFIRMATION and a SIGNED CATERING POLICY HAS BEEN RECEIVED.** VERBAL STATEMENTS, EMAILS, VOICE MESSAGES, OR TEXT MESSAGES DO NOT RESERVE A DATE. ALL DATES AND TIMES ARE CONSIDERED OPEN UNTIL SIGNED DOCUMENTS HAVE BEEN RECEIVED.
10. **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 as well.
- 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 not only will you run out of food, but your final invoice **WILL BE ADJUSTED ACCORDINGLY.**
- In some circumstances, 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
 - Monitor(s) to accept and validate the meal tickets or service bracelets
 - Serving line monitor(s) needed to prevent guests from having additional helpings prior to other guests first servings
 - Portion control servers if/as needed to prevent gluttonous helpings from being taken leading to a shortage of food

11. **DEPOSITS and CANCELLATIONS:** Cancellation on your behalf within 60 days of your event may result in a charge of 50% of the total confirmation amount. A cancellation on your behalf within 30 days of your event will result in a 100% charge of your total confirmation amount

Your event may require a deposit. Deposits amounts will be reflected on your confirmation. Refunds of deposits due to cancellation of an event will be as follows:

- 75% 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.

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. If applicable, these charges will be reflected on your confirmation and final invoice accordingly.
13. **VENUE FACILITY FEES:** Some Venues charge a catering fee that is based on your final invoice amount. These fees may be applied in addition to any rental fees you are charged by the Venue. Fees vary widely. Check with your Venue prior to booking to verify the fees. If applicable, all fees assessed to us by your Venue 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 the 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. **SERVICE FEE:** We have established a service fee in the amount of 18% of your final invoice total. **If you feel this rate is not a fair representation of the quality of food and service you received we will gladly change the amount accordingly!** We appreciate your understanding of our service fee 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 your event.** Please plan ahead to avoid any confusion or delays with your payment. Payment by check or cash is preferred.
17. **CREDIT CARD PAYMENT:** All credit card payments are subject to bank processing fees of \$3.95 per transaction and **4% of your final invoice total including gratuity.** Some credit card processing fees may 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.
19. **COVID REGULATIONS** – Our services will be provided in compliance with all required COVID-19 regulations. Events may incur additional charges. Additional charges will be reflected on your confirmation and final invoice.

Acknowledgement of Catering Policy only (this does not reserve a date or time)

DATE OF EVENT

NAME/TYPE OF EVENT

PRINTED NAME

SIGNATURE

MAILING ADDRESS

CITY

STATE

ZIP

CELL PHONE NUMBER

EMAIL ADDRESS

VENUE NAME

VENUE ADDRESS

VENUE PHONE NUMBER

VENUE CONTACT NAME

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