



541.423.2457
www.tuckyssoutherneats.com

CATERING FAQ'S

1. How much is event delivery?

For events that require a simple drop-off, we charge a nominal \$50 delivery/set-up fee. We do not return to clean up the service area or remove refuse for this service. We also offer a buffet set-up for \$200 per event which includes buffet set-up, two staff and service for up to three hours, clean up, and refuse disposal.

We charge a nominal fee of \$1 for every mile up to 150 miles one-way (\$3 for trailer service). We do not do events that exceed a total travel distance of 300 miles. For instance, if you arranged for a buffet set-up and your event was a travel distance of 100 miles one-way, included with the \$200 set-up fee you would be charged for a total of \$300.

2. Do you provide bar service?

Yes, we can serve beer and/or wine. Our bar service rate is \$200 for three hours plus \$1 per drink served, this includes soft drinks, beer and wine. If you have questions about having distilled spirits/cocktails at your event please contact us. We have worked with, and can make recommendations for several bar options.

3. Are disposables included?

Yes, we include high quality compostable plates, plastic cutlery, and 2-ply napkins. Cups as requested.

4. Is there a minimum charge for my event?

Yes. The fee for having our food trailer at your event is \$500. This cost is applied to cover operational costs and inventory. In addition we require a minimum of \$500 in product and service sales for on-site events from the months of January through May and a minimum of \$700 in product and service sales from the months of June through November. If you choose trailer service, this includes two hours of trailer fees (\$100 per hour), event service, clean up, refuse disposal and monies applied to food. Anything over two hours of actual service time will be charged a rate of \$20 an hour per staff member and trailer fees (\$100 per hour) accrue as well. Inquire about trailer services during the months of November through January.

If you are a winery, vineyard or brewery interested in having our food trailer out at your event, there is a \$500 minimum for the first time to your company. This is to allow us the opportunity to gauge business to our trailer. And while we hear way too often, that events will have a large draw in attendance and we will make up the minimum amount, it is important to understand your guest count numbers do not mean we will have the same result. Minimum's are to be paid by debit/credit card as we do not accept company checks prior to the event; this is non-negotiable. In the event we are able to sell enough inventory to meet the established minimum paid your company will receive a full refund of the paid minimum which is typically applied within 2-7 business days.

5. Does the food trailer need guaranteed parking?

Yes. A client must verify that we are allowed to park at the event location

site. Our trailer is approximately 20ft in length, so please keep that in mind. Our food trailer is best suited for events on private property (venues, parking lots, homes, etc.) where parking is easily provided.

6. Is a plated and served meal the same price as a buffet?

No. A plated and served meal is more expensive than a self service buffet as it requires additional labor for the event. Extra service staffing fees apply for plated meals and events with 100+ people and requiring more than 2 staff members.

7. Is a deposit required?

Yes. Upon full menu proposal agreement, we require 50% down. We will hold the date for a period of 7 days after the initial invoice is submitted for payment to be remitted. If a deposit is not paid within that time frame, we are not at liberty to hold the date you are requesting and you may risk losing that date. You do have the option of paying with a credit or debit card online when the invoice is submitted to you via email. We do not accept checks and if you need assistance paying your invoice, please reach out to us and we will be more than happy to assist you with your transaction. We will send a receipt that the deposit has been paid. After the deposit has been paid, the final balance must be paid 14 days prior to the event and includes the final guest count. Refunds will not be given if the guest count decreases within 7 days prior to your event date. In the event the final invoiced total is not paid a \$20 late fee will accrue daily until the balance is paid and/or cancelled. Please keep in mind if you decide to cancel your invoice within the 14 days you will receive your total deposit paid less 25% of the total invoiced amount for services already rendered. For example, if your event was \$1000 and you paid a 50% deposit and decided to cancel your event with us less than 14 days prior to your event you would only be eligible for a \$250 refund.

8. Is gratuity included in the menu pricing?

Yes. We charge an 18% gratuity based on your menu pricing. For instance, if you order \$500 in food, your total with gratuity would be \$590.

9. Are there labor charges?

Yes. When an event requires Tucky's staff on site, there is a \$20 per hour labor charge, per staff member past the first three hours of service (first three hours and two staff are included in the basic buffet set-up fee of \$150 and includes set-up and tear down times). Depending on the size of your event we will make suggestions as to how much additional staff you will need. Typically any event over 100 guests will require one additional staff member based on normal service and items ordered.

10. What are rentals?

Rentals are anything needed besides food, serving equipment and disposable wares (which we provide) that is being requested. Rentals may include tables, chairs, china, linens, etc. and are charged in your invoice.

11. How much notice do you need for a catered event?

We require a 14 day advance notice for catered events of 99 people or less, and 2 weeks advance notice for caterings of a 100 people or more. We may still be able to fulfill your catering needs on shorter notice, but reserve the right to add a 10% late notice fee to recover our additional costs.

12. When do I need to get a final guest count to Tucky's?

14 days prior to your event. Within the first 7 of those 14 days we can accommodate reasonable increases in attendance, but not allow a reduction in attendance numbers. 7 days prior to the event we do not allow any changes in attendance.

13. To save on the delivery fee, can I pick up the food?

Yes. If you agree to pick up the food the day of your event between 11:00am and 5:00pm. Your order will be accompanied with disposable service ware and accompanied with flatware and napkins suited for your event size. Cups as requested.

14. Can we sample the food?

Yes! We would love to provide a small sampling to help you choose what foods you would want at your event. Since we are primarily a food truck and our catering menu is different from our food truck menu, we offer tastings to-go for a \$20 fee per person prior to booking and securing your date with a deposit. Any tastings requested after a deposit has been made will solely be based off of our current food truck menu. Before we commit to providing a tasting to-go, we require information regarding your event, such as location, guest count, estimated budget, etc. Our tasting menu is designed to include your choice of two proteins and up to three side dishes (unfortunately we do not provide tastings for small bites). Simply contact us at least 48 hours prior to choose and set up a time to pick up your tasting kit. If you choose to move ahead with using Tucky's as your primary caterer then we will gladly apply your tasting fee as a credit to your event invoice.

15. Will you help us procure food donations for our fundraiser?

Absolutely! Tucky's is all about giving back to the community. We'll even work with you on preparing food donations that you secure.

16. Do you cater on Sundays?

Yes. We cater seven days a week. However, we are closed on Thanksgiving Day, Christmas Day, and New Year's Day.