



WHATCHA SMOKIN' CATERING FAQ FOR THE CUSTOMER

HOW TO BOOK YOUR EVENT

We encourage you to book your event via phone, e-mail, or schedule an appointment. Phone: 515-257-7490. Online catering event booking: whatchasmokinbbq.com/catering. Email: whatchasmokin-iowa@gmail.com

PLANNING YOUR EVENT

- Ordering for guests. If you feel your group may have healthier appetites, we suggest that you guarantee roughly 10%-15% more food.
- Food Allergies and Special Dietary Requirements: We will work with you to the best of our ability to provide food that fits all your guests' needs.

PAYMENT/CANCELLATIONS

Once we have determined your menu, we will email you a quote. All quotes will reflect your event location and serving time. A Final Guest Count is due one week prior to your event.

- Deposit: Caterings over \$500 require a \$200.00 non-refundable deposit to hold the date. This deposit will be subtracted from your final bill and is non-refundable if you cancel.
- Payment: Payment-in-full is due 72 hours prior to your event. We accept cash, checks, and credit cards. All checks must be received 7 days prior to your event. If your catering is over \$500 you will be accessed a 3% credit card service charge.
- Cancellation: If your event is cancelled within 72 hours of the scheduled time; the client will forfeit the full amount of the deposit and will need to pay in full for any specialty items. We encourage every client to attempt to reschedule the event, at which time the \$200 deposit will transfer to the new event date.

YOU CAN CHOOSE TO HAVE YOUR CATERING

- Delivered and dropped off at your venue, delivery charge will apply.
- Delivered and Set up (\$30). Our catering staff will set up your buffet line. Should you require your food to be kept warm you have the option of purchasing racks and sterno sets at \$10 per set. Delivery charge will apply.
- Delivered and served or maintained for one hour (\$60). Additional hour of serving time can be added for \$30/hour. If your event requires additional serving staff, you will be charged \$30 per staff. Serving time does not include set up or tear down of the buffet. Delivery charge will apply.

- Set Up and Tear Down: For a full-service catering we require 30-45 minutes to set up, and up to 45 minutes to tear down, clean up our workspace, and load to leave. Please plan with your venue to allow us access 45 minutes prior to and after your event.

DELIVERY

A minimum order of \$200 is required for delivery, delivery charge will apply.

YOU ARE RESPONSIBLE FOR PROVIDING:

- Information for alternate contact for day of event.
- Two 8-foot tables or two 6-foot tables. If beverages are ordered, we may require an additional table. Whatcha Smokin will only provide table linens for buffet tables.
- Venue information including contact information, directions, and entrance information including any stairs, obstacles or obstructions.
- Any general information about your event that will help us make your event go smoothly such as a schedule or itinerary, venue rules, space requirements, etc.
- Garbage receptacles and liners

FULL SERVICE CATERED BUFFET INCLUDES:

- Two table linens for your buffet table.
- Buffet table setup, restock, cleanup and tear down.
- Food served in steam chafing dishes and other serving vessels. Serving utensils are included.
- Disposable plates, paper napkin and plastic fork, spoon and knife.

OTHER INFORMATION:

- Wedding Tastings: We invite our wedding clients to schedule a tasting, please call 515-257-7490 or email whatchasmokiniowa@gmail.com to schedule your tasting.
- Whatcha Smokin' Catering staff does not provide plate clearing, drink service, dishwashing, or guest table set up/tear down.
- Whatcha Smokin does not offer bar services. We will not handle or serve any liquor, beer, or wine or their containers.

WHATCHA SMOKIN' BBQ + BREW
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WWW.WHATCHASMOKINBBQ.COM