



Catering Frequently Asked Questions

1. Do you deliver? If so, what is the cost?
 - a. Yes! We offer delivery all over Milwaukee and surrounding areas with fees starting at \$15.
 - b. We do our best to accommodate all delivery requests. Our delivery schedule fills up fast and may be limited due to number of requests and seasonality.

2. Do you offer full event service?
 - a. We offer delivery and set-up only. We do not provide serving or clean up services.
 - b. We use disposable supplies/utensils to make for easy clean up.

3. How do deposits work?
 - a. You can reserve your spot with a \$100 date deposit while we work to develop your perfect spread. Once your order is placed, a 50% menu deposit will guarantee the order and pricing regardless of any menu changes before your event. All deposits go towards the bill total when paid in full.

b. We can accept inquiries without deposits, however there is a risk that the date/time will no longer be available.

c. We ask that orders are paid in full 1 week prior to the event date.

4. How far in advance do I need to place my order?

a. As soon as you know the date for your event, please call to inquire and place a date deposit! Busy times of year can fill up months in advance.

b. We do our best to accommodate as many orders as possible. We highly prioritize quality of food and service. If a date is fully booked, unfortunately there is no possible way for us to accommodate without sacrificing food quality and service.

c. We do have several grab n' go options available throughout the store for purchase when we are booked. (Lasagna, meatballs, Italian beef, salads, etc.)

5. Can I place a last-minute order?

a. We are happy to accommodate last-minute orders whenever possible. All orders placed less than 24 hours in advance will incur a 10% rush fee.

6. Do you provide utensils, plates, silverware & chafers?
 - a. Orders include serving utensils, upon request, at no extra cost.
 - b. Heavy-duty disposable plates, napkins and dining utensils can be added for \$1.25/person.
 - c. We offer warming kits at an additional cost. These disposable chafing dishes can keep your buffet warm for up to 6 hours.
 - d. Dietary & label signs are also available free of charge, upon request.
7. Can I make a last-minute change to my order?
 - a. We are happy to accommodate last-minute changes whenever possible. Last-minute additions/removal of items may be subject to the 10% rush fee and cancellation policy below.
8. What if I need to cancel?
 - a. Cancellations can be made for a full refund with at least a 48-hour notice.
 - b. We offer a 50% refund on orders cancelled within 24-48 hours.
 - c. Cancellations with less than a 24-hour notice will result in full forfeiture of the order total.

9. Do you accommodate allergies & dietary restrictions?

a. Absolutely, we offer many vegetarian, vegan, gluten & dairy free options.

b. We're happy to adjust menu items to remove/substitute allergens whenever possible.

10. Does my order include a tip?

a. We do not automatically include any gratuity. We also do not charge service fees.

b. If you choose to add gratuity, it will be split between our Catering, Kitchen, and Bakery teams and is much appreciated.