

# Catering FAQ 's

Days of Operation: Tuesday - Saturday Closed: Holidays, Sundays & Mondays

Event Start times: 12pm,12:30pm,1pm, 6pm,6:30pm,7pm or 10:30pm (we arrive 30 min. prior to the event to set up)

## **Does TGCT cater for weddings? What other events does TGCT cater for?**

Absolutely, We love sharing our tasty Melts at every occasion! We also cater on Film Television & Commercial Sets, Film Festivals, Birthdays, Parties, Church Gatherings, Tastings, Meetings or any Special Event!

## **How much is TGCT service charge? Should I pay separately for gratuity?**

Service charges typically run from 10%-20% for catered events. Our current service charge is 15% for any order of \$100 or more. Gratuity may be added or given at the time of the event, at your own discretion.

## **What is the travel fee for & how is it determined?**

The travel fee makes it possible for us to provide (labor & utilities) service to your area. If the event is within 8 miles of our downtown location, the travel fee is waived & anything beyond that we charge per mile.

## **Do I need to provide a permit for TGCT to cater my event?**

If you are located in LA, you will not need to obtain a permit. Outside cities may require \$90-\$350 in permit fees, unless we will be parking on private property (in which case, permits may not be required). Please check with your city for its requirements.

## **I have filled out the Catering Request Form, does this mean I have booked the event?**

No, it is just a Request, in order to secure your event you would need to sign the TGCT™ Contract & pay the 50% deposit.

## **Can I do a pick up order from the truck?**

At this time we're not accepting pick-up orders.

## **The price quotes have gone up since the last time we talked, can you honor the old prices?**

Unfortunately, unless a contract is signed by both, TGCT & the client with the old prices, we must adhere to current prices.

## **Do you require a minimum order? Can I pre-order a fixed amount of food & serve them in chaffing trays?**

Yes, our minimum food orders are ~\$1000-\$2000+. Although **TheBig Cheese** does not recommend chaffing trays, as the food taste best hot off the TGCT griddle, you may do whatever you like. We do not, currently, provide chaffing trays.

## **Do we need to provide our own trash cans, plates, utensils and napkins? Yes!**

## **How far in advance should I book a TGCT event? How do I go about booking an event? When is the total due?**

Catered events must be booked by Friday, 12noon, the week prior to the event. To book/secure a date, we would need both a signed/ initialed Contract & a Deposit. Please email a completed Catering Request form so we can draw up a contract for you. The total, in full, is due via Credit Card two business days (no later than 48 hours) prior to your event, or by Cash on the day of your event (before doors open). Checks will only be accepted 10 DAYS PRIOR (to allow for clearance).

## **Is the Deposit refundable?**

TGCT™ requires a 50% deposit to secure any event. If your event is cancelled:

- If canceled 30 or more days prior to the event date, the full deposit will be refunded
- If canceled 15-29 days prior to event, ? of the deposit will be refunded
- If canceled 4-14 days prior to event, the full deposit will be retained by TGCT™
- If canceled 3 days or less prior to the event, the full amount of the event will be retained / owed to TGCT™

## **What form of payments do you accept?**

TGCT accepts cash, credit cards (via PayPal) cashier & personal checks (checks must be received 10 business days prior to the event for clearance, payable to: The Grilled Cheese Truck \$35 charge for any bounced / returned checks.