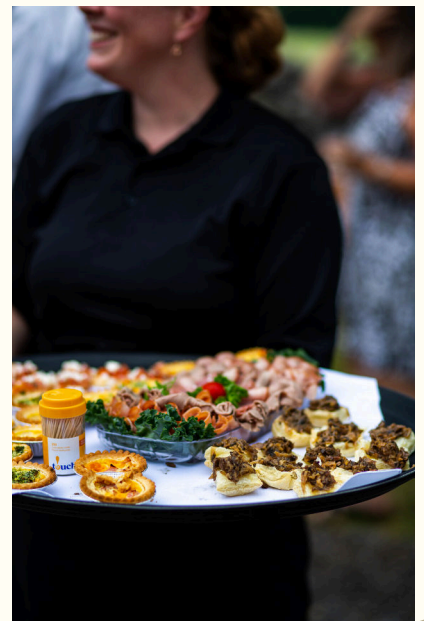




# Frequently Asked Questions





### **WHERE DO I START?**

**You can start by checking out our delicious catering menu!  
The next step is to give us a call to speak with our event coordinator.  
We want to hear more about your special day!**

### **HOW FAR IN ADVANCE SHOULD I BOOK?**

**We typically book 8 - 10 months in advance. We receive multiple requests daily, so we can't guarantee a date until it is booked with a deposit. Once an estimate is sent out we will let you know if another client becomes interested in that date.**

**At that point we will extend to you a 48 hour grace period to confirm your decision.**

### **HOW CAN I RESERVE MY EVENT DATE?**

**We require a \$1,000.00 booking deposit for functions of \$1,500.00 or greater and a \$500.00 deposit functions \$1,500.00 or less.**

### **DO YOU HAVE A MINIMUM?**

**There is no minimum for off season and weekday events. However, to have our staff on site on a Saturday during peak season (May - Oct) there is a \$3,000.00 minimum before taxes and service fee.**

### **THERE IS NO KITCHEN ON SITE AT MY VENUE, CAN YOU STILL CATER?**

**Yes! We have mobile kitchen units that come on site.  
They are fully equipped and are powered with whisper quiet generators.**

### **DO YOU OFFER TASTE TESTINGS?**

**We do not offer personal taste testings.  
However, we can supply you with many references that speak for the quality and flavour of our menu and our over the top service!**

### **WHAT PAYMENT METHODS DO YOU ACCEPT?**

**We accept cash, cheque, and interact e-transfer.  
HST is required to be paid on all transactions.**



### **WHAT STYLE OF SERVICES DO YOU OFFER?**

**We offer a bountiful buffet style service which treats your guests to an abundance of food and options!**

### **DO YOU OFFER PICK UP OPTIONS?**

**Yes! We have a fabulous catering menu and DIY buffet kit for this option. Pick up menus are ideal for smaller, less formal groups.**

### **WHAT DO STAFF WEAR ON SITE?**

**Our staff have a strict uniform policy. We wear white button up dress shirts, black dress pants, a black vest, and black non slip shoes.**

### **DO YOU RENT DISHES OR LINENS?**

**We do not carry any event rentals. However, our event coordinator would be happy to get you in touch with a trusted third party vendor for this service.**

### **DO YOU PROVIDE BAR SERVICE?**

**No, our staff does not handle bar services.**

### **WHAT IS THE SERVICE FEE?**

**The 15% service fee is applied to all catering orders. The service fee covers the use of equipment that is venue specific, liabilities, insurances, fees, permits, administrative costs, packing and clean up, site visits, coordination with third party vendors and breakage.**

**Please note the service fee is not a gratuity.**

*Follow this link to understand more:*

*<https://wedbites.com/2017/08/30/catering-service-charge-explained/>*

### **IS GRATUITY INCLUDED IN MY QUOTE?**

**We take great pride in what we do, and believe gratuity should be earned, not expected and automatically charged!**

**Therefore, gratuity is discretionary to the client.**

*(industry standard is 18-20% gratuity. This is given not only to the serving team at your event but to our fantastic team back at the kitchen as well!)*



### **WHAT DO YOU PROVIDE FOR THE BUFFET?**

We provide complete buffet set up, including tables, linens, heated chafing stands, serving utensils, and tasteful decorations.

### **WHAT HAPPENS TO THE LEFTOVERS?**

Leftovers are removed from the buffet and properly disposed of. Due to liability and health regulations, under no circumstance are we able to leave buffet leftovers on site.

### **DOES MY QUOTE INCLUDE SERVERS?**

Absolutely! Our friendly and qualified serving team will be on site to ensure your special meal runs smoothly, on time, and all your guests are well looked after.

### **HOW DO YOU ENSURE THERE IS ENOUGH FOOD?**

We build a buffer zone into our food estimates. This means we've got you covered if your guests arrive with extra big appetites!

### **WHEN DO YOU NEED FINAL NUMBERS FOR?**

Final numbers are due 30 days before your special event. Any revisions after this point will include a surcharge.

### **WHEN IS FINAL PAYMENT DUE?**

The final payment on your invoice must be paid 10 days prior to your special day.

### **WHERE DO YOU COOK YOUR FOOD?**

Your food is prepared in our expansive, ministry of health inspected, commercial kitchen. It is then safely transported to your event in Cambro Hot Boxes to maintain safe food holding temperatures, and ensuring food is piping hot! All time sensitive dishes are prepared on site with our mobile cooking equipment to ensure highest quality.

### **CAN YOU ACCOMMODATE FOOD ALLERGIES?**

We can absolutely accommodate any dietary restrictions or allergies!

We want every guest to fully enjoy their meal.

Our event coordinator will work with you to understand your guests specific needs. Additional charges are based on the accommodations required.



## HOW DO I KNOW YOU ARE RELIABLE?

With our track record in excess of 50,000 happy guests (and counting) since our inception in 2016, you can rest assured you are in good hands! We take extra measures to ensure your event will run smoothly and that we will be there ready to serve you and your guests.

**Such measures include:**

- generator back ups for our entire commercial kitchen facilities
- all our kitchen and cooler trailer units have whisper quiet power generation
- multiple catering vehicles
- nineteen full time and part time staff
- commercial grade equipment with regular maintenance and inspections
- local and trusted suppliers delivering fresh meat, produce, and supplies weekly

WE ARE PLEASED TO SAY THIS IS OUR FULL TIME JOB!

IT'S ALL WE DO!

Here at Barn and Country we are extremely focused and committed to perfecting our craft. We are dedicated to being a part of your planning journey, right from the beginning to the last bite enjoyed!

