

## FAQs

### Island Time Catering Company Frequently Asked Questions

#### **ALLERGIES/DIETARY RESTRICTIONS**

NOTE: Be sure to notify us of any food allergies or dietary restrictions when placing your order. Please note that we are not a gluten free facility or free of other dietary restricted items. We take great precaution to mitigate the risk of cross contamination, however such items are used in our facility and risk of trace elements may impact your dish. Please contact someone from our catering team with further questions.

Q: What if my guests have dietary restrictions?

A: When placing your order please let us know of any allergies or dietary restrictions in your party. Each order that goes out comes with a display menu which notes common allergens/dietary restrictions such as gluten and dairy.

Q: Are there vegetarian/vegan options available?

A: Each signature buffet offers some vegan/vegetarian options. We also have a variety of vegan/vegetarian options available a la carte which can be added to any signature buffet!

#### **SERVICE**

Q: Are there minimum/maximums on orders?

A: Our platters can be ordered in small, medium, and large sizes with no minimum. Our signature packages can be ordered for parties of 10 or more. There is a \$150 minimum on all delivery orders.

Q: Do you provide chafing dishes, serving utensils, plates, and cutlery?

A: Yes! These items are **not included** in the buffet packages but we can add them to any order. Our buffet supplies include wire racks, steam pans, fuel, and serving utensils. Ask our team about upgrades and set up options!

Q: Are there sustainable options for the plates/cutlery?

A: Yes! All of the plates and cutlery are compostable. Contact our catering team for additional details.

Q: Will the food be hot when I pick it up?

A: • All hot items will be cooked and held at a safe temperature prior to you picking up your order.

• Ask us about including chafing sets with your order if you have a larger party or if the food will be out for an extended period of time.

The fuel will burn for about 2 – 2.5 hours.

• If you are traveling a longer distance, we recommend bringing insulated bags or coolers with you for transportation.

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- If you plan to serve/consume items in your order at a later time/the next day, let our team know and we will prepare the items for you to reheat at your convenience.
- \* items should be refrigerated after pick up and consumed within 48 hours.

### **CANCELLATION/POSTPONEMENT POLICY**

Q: What happens if there is rain/inclement weather and I have reserved the Taco Cart or the Rustic Bar?

A: If your venue has the space, we can set up a taco station or bar indoors. Otherwise the cancellation/postponement policy will apply. If opting to move your event indoors, please let us know 24 hours in advanced via email or phone call.

Q: What happens if I need to cancel my order?

A: Refunds can be issued as follows:

- Greater than 10 day notice = Full refund
- 5-9 day notice = 50% refund
- 2- 4 day notice = 25% refund
- If you need to cancel your order with less than 48 hours notice we are unfortunately unable to refund the order. We are happy to donate on your behalf.

Q: What if I am just postponing my order?

A: If the postponed date is already determined or soon to be determined, the current payments will be applied to the new event day.

If it is postponed to an undetermined date, the cancellation policy must be applied.