

Frequently Asked Questions:

Where do I start? You can start by checking out our catering menu online! The next step is to fill out our online catering form or call us to explain a bit about your event. From there we will put you in contact with one of our coordinators who will provide you with additional information and an estimate.

How far in advance should I book? We typically book up six months to two years in advance for the majority of our bookings, especially Saturdays between May & October. We get multiple quote requests daily, so we can't guarantee a date until it is booked. Once an estimate is sent over we will let you know if another client is interested in that date and will give you a one week grace period to decide if you would like to go ahead or not. We will also accommodate last minute events depending on our availability.

How can I reserve my event date? Your date is confirmed with a deposit of \$1000 along with a signed copy of our catering contract. The second deposit will be 50% of the balance 6 months before the date, and the remaining balance is due 14 days prior to the event. Any event booked 6 months or under is to pay a 50% deposit to confirm the date and the remaining 50% is due 14 days prior to the event. All events under 30 days are to be paid in full to confirm the booking.

Can I do a "pick up" or "drop off" of the food? Absolutely! For less formal events or if our catering calendar is full, we offer a drop off option with set up, or you can pick it up.

Do you have a minimum? Typically to use our catering menu we have a 25-person minimum. All events under 25 people are welcome to use our restaurant menu and party package menu. To have our staff on site for a Saturday event or wedding between May and October there is a \$7000.00 menu minimum prior to the 18% administrative fee and taxes. There is no minimum for drop offs and pick-ups, as well as events any other day of the week.

2020 Saturday minimum: \$7500.00

2020 Sunday minimum: \$3000.00

2021 Saturday minimum: \$8000.00

2021 Sunday minimum: \$4000.00

Is there a travel charge? Yes, we charge \$1.95 per kilometre with a minimum of 40 kilometres.

What payment methods do you accept? Preferred methods of payment: Cash, Cheque or Electronic Funds Transfer. We also accept credit card payments: VISA or MasterCard (subject to 3% surcharge).

When is the final payment due? The final payment is due 14 days prior to the event.

What is your cancelation & date change policy? All deposits are non-refundable. You are able to put your deposit towards a future date if there is availability. However there is a date change fee of \$500 due to us having to turn away other clients while you had the spot reserved.

When do I need to give my final menu & guest count? The final menu is due 30 days prior to the event. The guest count and timeline is due 14 days prior to the event. Changes made within 14 days of your event are subject to a \$100 administration fee.

What is Meatings staff responsible for onsite? Our staff arrive approximately 1 hour to 2 hours prior to the first food service to set up our kitchen area and prepare for service. Our staff will set up our food service or buffet area, including the tables and tablecloths. Our staff will guarantee your food is meticulously cooked, plated, and served. Our staff will clean up the main area after cocktail hour, remove dishes, cutlery, and dirty napkins from tables after dinner, and do a final property clean up before leaving site. Our staff will do our best to collect any glassware before leaving, however depending on timing and availability of rented glasses, final glassware pick up can be a requested favour to the bartending staff, or is the responsibility of the coordinator onsite, or property owner.

Do you offer day of set up or onsite coordination? Yes we do! Our staff is happy to help with all dining room "set up" or "tear down" after dinner. We also offer many levels of "day of" coordination, including decor set up and full end of night tear down. Please let your Meatings coordinator know if you require any of these additional services.

What do the staff wear on site? Our staff has a strict uniform policy. We have black golf shirts with our logo, black pants/shorts and skirts, along with black shoes. During the colder nights we have ¾ zips and long sleeve plaid shirts.

Do you have rentals and additional services? Yes, we try to make things as easy as we can for you! We are happy to arrange any event rentals you need such as tents, chairs, tables, linens, flatware, glassware – and almost anything else you can think of! We can also arrange other services such as Ice Delivery, Transportation Shuttles, & Portable Washrooms.

Do you provide bar services? Yes, we work closely with a local bartending company that provides various bar services. Bartending services typically range from \$30-\$35 per hour; gratuities can either be a predetermined percentage or a tip jar can be permitted onsite. Please ask your coordinator about the bar services and they will be happy to provide you with additional information.

Taste Test and Menu: Frequently Asked Questions

How do I set up a consultation or taste test? Please email or call our event and wedding coordinators to set up a time for a consultation! We can't wait to meet you! (Consultations are free of charge)

We usually run our taste tests on the last Tuesday of each month (except December.) If you are unable to make it during those time slots we can accommodate another time at our restaurant (restaurant menu available only) or you can visit our restaurant at your own leisure.

Taste tests cost \$100 per couple, and you will be joined by up to 4 couples. Included is a complementary cocktail or alcoholic beverage, a menu consisting of 8 items of your choice from our catering menu, while also enjoying samples from the other couples menu choices. This allows you to try a wide range of our catering menu, so please ensure you come hungry!

**A deposit of 50% is required to book a formal tasting*

**note if you book us for your catering services, we will refund the taste test charge on your final invoice!*

Can I eat at your restaurant to find out what your food is like? Absolutely! Although the menus are different, our famous meats and a wide range of our side dishes are available at our restaurant.

Can you accommodate allergies? Yes, we are comfortable accommodating all kinds of food allergies and dietary restrictions. All of our house made rubs and sauces are gluten free! We also have a very popular vegetarian/vegan Smoked Jackfruit, as well as many other delicious menu options to fit any guests diet! Just inform your coordinator and our head chef will take care of the rest! (special pricing will apply.)

Are other caterers allowed onsite? We encourage you to choose items from our menu as we work with specific local vendors and suppliers to ensure a high quality of food. However we do not demand exclusivity and are happy working alongside other vendors and caterers. If food, other than food provided by Meatings, is on the premise for guest consumption it must be labelled and company branding must be visible. Our staff are unable to assist with

any set-up, service, or clean up of any food not provided by Meetings due to the food safety and liability issues.

Can we add something that is not on your menu? Yes, we encourage clients to incorporate their personal touch to their menu. If there is a certain dish that would enhance your event or that represents yourself, feel free to mention it to us and we will do our best to incorporate our own version of the dish into the event menu.

There is no kitchen on site at my venue, can you still cater? Yes, as we use our own mobile kitchens that come on site to each event that are equipped with propane and power. It is always convenient to have power on site as a backup though.