

# HOW TO ORDER

## *Ordering Guidelines and Frequently Asked Questions*

### EASY WAYS TO ORDER

- Call 972-960-6100 to speak with one our team
  - Online or Our App
  - Email your request to [Office@Accesscatering.com](mailto:Office@Accesscatering.com)
  - Fill out our online form

Orders are requested 24hr in advance (some items may need more) We try to accommodate late/last minute orders but they will be subject to availability. Same day cancellations will be charged 50% of the order. Some minimums do apply for drop off delivery ask your sales team

#### Will you provide plates for the order?

We offer a wide variety of options. Drop off service includes the Basic which are Styrofoam plates, white plastic cutlery, napkins and cups if drinks ordered

VIP Clear pates, cutlery, white napkins \$1.99 additional

Executive White plates with silver bands, silver plastic ware, and white napkins \$2.99 additional

China and Glassware are available and tailored to your events needs

\$ Varies according to selection

Rentals Linens, Tables, Chairs, Holiday Décor and More are available please let us know your needs.

#### Is there a delivery fee?

Yes, we do have a delivery fee that is calculated by the number of miles to the deliver location. After 4pm the fee may be higher.

#### What if I just want to pick up my order?

Your order may be picked up at our catering kitchen. Our staff will be happy to load your order for you into your car. Please call to check the schedule options for pick up.

#### Can your provide Servers and Bartenders?

Event Staff will be charged based on your events specific details.

Our team will do everything required to create the perfect event from start to finish, so that you can be a guest at your own event.

Bartenders and event staff are \$35 per hour. 2 Staff minimum with at least 4 hours of service time minimum including set up and

breakdown. A delivery charge and a 20% service charge will be added to the order.

#### Do you offer Tastings?

Private tastings are \$50 for two guest and each additional person in attendance is \$10 per person. There is a maximum of 5 menu items per tasting. The tasting fee is collected before or at the time of the tasting **and then applied as a credit towards your event.**

There is a minimum of \$1000 event cost to qualify for a tasting.

#### What are Guarantees requirements?

The exact per guest menu price will be finalized and agreed to no later than seven (7) days prior to the event. This minimum number of guests will be considered a guarantee for which you will be billed. An increase in the guaranteed attendance will be accepted up to 24 hours before the function. Access prepares for the number of guests guaranteed only, we will not prepare for any percentage over. Minimum event food is \$1500 for events held Monday through Thursday, \$2500 for events held on Fridays or Saturday and \$7000 on Sundays. Weddings minimum of \$5000 food/beverage. Holidays will be on a case by case basis.

#### Menu Prices

All menu prices are subject to change without notice due to market conditions. We reserve the right to correct any errors in pricing or description and to cancel or refuse to accept any order based on an incorrect price or description.

