



## FREQUENTLY ASKED QUESTIONS

### **I know that you have been serving Spitroast meat for years now, but do you offer any choices other than Spitroast?**

The simple answer is 'Yes'. We now offer a full range in addition to our traditional spitroast meals such as breakfast, finger food options, morning/afternoon teas and lunches. So if you want any sort of catering, talk to us and we will design something for you.

### **I would like to change a couple of the items on your menu is this possible?**

Yes, it is. Changes can be made to the menus, and once we know what you require, we will confirm changes to the pricing, if any.

### **I only want to cater for a small group of people, less than the minimum number shown on your menus. Do you have any options for me?**

Depending on what menu you are considering, we do have a minimum number for guests. However it may be possible for us to cater your event with less than the minimum number of guests if the function is held mid-week, or over the quieter winter period. We also have options where we can prepare the menu in our kitchen for you and you can pick it up, ready to serve. We can also look at delivering a meal cooked and ready for you to serve – a delivery fee would apply here. So talk to us and we'll see what we can do for you.

### **What is the difference between a fully serviced menu and the delivery menu?**

Our full service catering means we provide the buffet/carvery tables, cutlery, crockery, etc. It also includes our professional staff to serve the buffet and then do the clean up when you are finished dining. All you need to supply are the tables and chairs for your guests. With the delivery option the food arrives hot, carved and ready to eat. We provide condiments, salt and pepper, serviettes, tongs, tablecloth, high-quality plastic plates and cutlery (for the buffet meals) and rubbish bags. We lay out the buffet upon arrival and leave you to dine at your leisure.

### **What are your requirements when at my function site?**

Ideally we require access to power, water and lighting (if required), and shelter is also needed for the preparation/cooking area, and to set out the buffet table.

### **Do you charge a travel fee?**

For events outside the metropolitan area, a travel fee may apply. Please check with your local team as to the travel fee that would apply in your situation.

### **Is there a special price for children?**

Yes, of course. Children aged between 5 and 12 years of age inclusive, are charged at half price. For pre-schoolers aged 4 and under, the meals are free. Children aged 13 years and older are full price.

### **Do you require a deposit to be paid?**

We ask for a deposit with a minimum of \$300 and up to 30% depending on the size and type of function. In periods of heavy demand, i.e. Christmas and wedding season, a 30% deposit will be required to secure your booking. Once we have your completed booking form, we can confirm this with you.

### **My event is outside – so what happens if extreme weather causes me to cancel?**

In this situation 50% of the full invoice is required to be paid to cover our staff and food costs, which cannot be recovered.

### **How can I make payment?**

Our preferred method of payment is by direct credit and our bank account details will be on your invoice. We also accept cheques, Visa or MasterCard. A credit card fee may apply. We do not accept AMEX or Diners.

### **When do you need to know our menu choice?**

As soon as you have confirmed your booking, your choice of menu assists us with our planning. Confirmed final details are required five days before the catering date.

### **What happens if I have someone with special dietary needs, for example gluten free, vegetarian, vegan etc?**

Spitroast.com are happy to cater for individual dietary needs. Depending on the change in menu and the numbers required there maybe an additional cost. Please check with your local team on booking.

### **When do you need the confirmed number of guests attending?**

Confirmed numbers are required seven (7) days prior to the catering. Additional people can be added up to 48 hours prior to the event.

### **We would like to set up our tables early – are we able to collect cutlery early to do this?**

We are happy for you to collect the cutlery from our premises. The only time this will not be possible is during periods of heavy demand.

### **Do you bring a spitroast machine to our event?**

Yes, on most occasions we would bring a spit machine, though in periods of heavy demand (Christmas) or for catering that does not meet our minimum menu numbers we cook in a spit at our commercial site ready for carving and serve it at your event.

### **Do you provide marquees, or tables and chairs for our guests, or other decorations for our function?**

No, we do not hire out this equipment. We are, however, happy to work with you and your local party hire firms to assist you with your requirements.

### **Do you provide staff to serve our bar as well as the food?**

Our standard pricing includes food service staff only. If bar staff are required, talk to us as we may be able to provide them for you at an additional cost.

### **We would like to offer tea and coffee until the wee hours, so can this be arranged?**

Yes – you can deliver the equipment back to us on the first working day following your event. We can also arrange to collect these items for a collection fee of \$35 (subject to location).

### **What happens if I have to cancel my event?**

If you cancel more than two months from the event a full 100% refund will be made of any deposit paid. If it is less than two months before the event, the deposit is not refunded – in this situation we are happy to transfer your deposit to a function at a different date. If you cancel the booking within seven days of the event, and not more than 48 hours before the event, you will still be required to pay 50% of the total cost of the event. If cancellation is within 48 hours of the event, the full invoice is still required to be paid.

### **When does the full invoice have to be paid?**

The invoice is required to be paid in full during the week prior to your event.