



# WHATCHA SMOKIN' CATERING FAQ FOR THE CUSTOMER

## BOOK YOUR EVENT DATE ASAP!

### WE FILL UP FAST

Online: [www.whatchasmokinbbq.com/catering](http://www.whatchasmokinbbq.com/catering)

Email: [whatchasmokiniowa@gmail.com](mailto:whatchasmokiniowa@gmail.com)

Phone: 515-218-5706

Wedding Tastings available Tuesday-Friday.

### PLANNING YOUR EVENT:

- **Ordering for guests:** If you anticipate larger portions, we suggest that you guarantee roughly 10%-15% more food.
- **Food Allergies and Special Dietary Requirements:** We will work with you to the best of our ability to provide food that fits all your guests' needs.

### PAYMENT/CANCELLATIONS:

Once you have determined your menu, we will email you a quote.

- **Deposit:** Caterings require a \$200.00 deposit to hold your date. This deposit will be applied to your final bill and is non-refundable if you cancel.
- **Payment:** Full payment is due two weeks before your event. We accept cash, checks, credit cards and PayPal. Checks can be mailed to 403 Iowa Avenue, Luther IA 50152.
- **Cancellation:** We encourage every client to attempt to reschedule the event, at which time the \$200 deposit will transfer to the new event date. You are required to speak with the Catering Coach or another member of our Coaching team to cancel your event. If you cancel within 7 days of your event, you will forfeit 100% of your payment for your event. Note, refunds are the sole discretion of Whatcha Smokin BBQ & Brew.

### YOU ARE RESPONSIBLE FOR PROVIDING:

- Information for primary contact for the day of the event.
- Two 6-foot or 8-foot tables for buffet service. Whatcha Smokin' will only provide table linens for buffet tables.
- Venue information, including contact information, directions, and detailed arrival information. Any general information about your event that will help us make your event go smoothly, such as a schedule or itinerary, venue rules, space requirements, etc.
- Garbage receptacles and liners.

### OTHER INFORMATION:

- **Wedding Tastings:** Please email [whatchasmokiniowa@gmail.com](mailto:whatchasmokiniowa@gmail.com) or call 515-218-5706 to schedule your tasting. Available by appointment Tuesday through Friday.
- Whatcha Smokin' Catering staff does not provide drink service, dishwashing, or guest table set up/tear down.
- Whatcha Smokin' does not offer bar services. Therefore, we will not handle or serve any liquor, beer, or wine, or their containers.

### SERVICE OPTION TYPES:

- **Delivery/Drop Off or Set-Up:** Our catering team will deliver your order and leave it with a designated representative. Our team can also set up your buffet line upon request. A 10% gratuity will apply to your final invoice.
- **Delivery/Bufferet Replenishment:** Our catering team will deliver and set up your buffet line for guests to serve themselves. We will offer replenishment service for one hour or as needed. Up to a 15% gratuity will apply to your final invoice. 1 hour serving time. (Double sided Buffet maintenance is 20% gratuity.)
- **Full Service:** Our catering team will deliver and set up your buffet line. We have stainless steel chafing dishes. We will serve your guests for one hour. Delivered and served for one hour. Up to a 20% gratuity will apply to your final invoice. 1 hour serving time.

#### Full Service Includes:

- Buffet table set up, restock, clean up and tear down.
- Two table linens for your buffet table black plastic three-compartment plates, banquet napkin, and a plasticware.
- Food served in stainless steel chafing dishes and other formal dishes. Serving utensils included.

### DELIVERY/SETUP & TEARDOWN:

Delivery Minimums: \$350 - Tuesday through Thursday

\$750 - Friday through Sunday

Delivery Fees: We offer free delivery within 40 miles and charge \$1.00 per mile beyond that.

- **Setup and Teardown:** Please allow 45-60 minutes before and after for buffet replenishment and full service events.
- Style & Size of Buffet Line (Single, Double Sided, or Multiple Lines)

WHATCHA SMOKIN' BBQ + BREW  
403 IOWA AVE, LUTHER, IA 50152 • 515-218-5706  
[WWW.WHATCHASMOKINBBQ.COM](http://WWW.WHATCHASMOKINBBQ.COM)