



## DROP OFF CATERING POLICIES AND FREQUENTLY ASKED QUESTIONS

### **How does it work?**

Our Drop Off Catering Menu is designed with selections that we know from experience work well for large groups with diverse tastes as well as for traveling and serving on a buffet. Simply select your items and submit your order via our online order form. We'll be in touch when we receive your order to confirm details, quantities, answer questions and arrange for your deposit. If you have questions or are not sure what or how much to order, simply fill out as much information as you can and submit the order form. We'll be in touch shortly to assist you.

### **What days is pick up or delivery available?**

Drop Off Catering is available for pick up or delivery Wed-Sat. We can sometimes accommodate other days upon request with a \$1000 minimum order.

### **Is there an order deadline?**

For smaller gatherings, one week notice is preferred although we can often accommodate shorter notice. For larger gatherings, we recommend booking 3-6 months in advance as our dates, particularly Saturdays fill up quickly and our availability may be limited.

### **Is there a minimum order?**

There is no minimum for pick up at Black-Eyed Suzie's or delivery within 20 miles. There is a \$200 minimum for deliveries beyond 20 miles.

### **Delivery fee:**

The delivery fee is \$45 for orders delivered within 20 miles of Black-Eyed Suzie's, 230 Partition St. Saugerties. For orders beyond 20 miles, we will provide you with a quote based on distance.

### **How much food do I need?**

We're happy to assist with menu creation and suggested quantities. Just let us know what items interest you and we can help you from there.

### **How will the food arrive?**

Food will arrive clearly labeled and ready-to-serve (with the exception of heat & serve hors d'oeuvres which will have simple reheating instructions on the label). If you plan on serving the food at a later time, we will provide simple reheating instructions for you.

All items will be attractively packaged in disposable containers or boxes. Salads arrive in clear plastic bowls suitable for serving. You may want to transfer items to your own (or rented) platters. You can also upgrade to wood trays so that you can just remove lids and set platters out.

Disposable plates, cups, napkins, utensils, serving utensils, chafing dishes are available at an extra cost. Please let us know if you plan on serving your food from chafing dishes so that we can pack those items appropriately for you.

We will provide labels for your buffet table describing each item for your guests.

### **Where do I park for pick up?**

We have a loading zone right outside our front door. Our staff will assist you to your car.

### **Do you provide staff?**

We do not provide service staff for drop off orders, although we can refer you to a local company that can staff your event with servers, bartenders, bussers and event coordinators.

**What time should I schedule the to food arrive?**

We recommend scheduling drop off 30-60 minutes prior to the time you'd like to serve so that there is time to set up, transfer food to your platters, chafing dishes, etc.

**What if I want something I don't see listed?**

Please inquire. We are happy to work with you to create a custom menu for your event.

**Special diets**

Please let us know of any allergies or dietary concerns. We can usually accommodate most dietary requests. We can help to create a menu that meets your needs or we can provide separate ala carte meals specifically for those with special diets. Gluten free items are available at an extra charge, ex. gluten free crackers, crostini, pasta, grains, etc.

**Deposit & Payment****For orders under \$1500:**

A credit card number is required for deposit. Your order is confirmed when your deposit is received. We do not run the credit card unless the order is cancelled. We will then charge your card according to the cancellation policy below. Full payment is due on the day of the order. We accept payment by cash or check. We will also accept credit or debit cards for payment, however, there is a 4% processing fee applied. Visa, MasterCard, Discover & American Express are accepted.  
Orders cancelled with 10 days or more notice: \$50 service charge  
Orders cancelled or reduced with 10 days or less notice will be charged 30%  
Orders cancelled or reduced with 3 days or less notice will be charged 50%  
Orders cancelled or reduced with less than 24 hours notice will be charged 100%

**For orders \$1500 and over:**

30% deposit by cash or check plus a credit card number is required to confirm your order and secure your date. We do not run the credit card unless the order is cancelled. We will then charge your card according to the cancellation policy below. Full balance is due on the day of the order. We accept payment by cash or check. We will also accept credit or debit cards for payment, however, there is a 4% processing fee applied. Visa, MasterCard, Discover & American Express are accepted.  
Orders cancelled with 90 days or more notice: \$100 service charge  
Orders cancelled or reduced with 90 days or less notice will be charged 30%  
Orders cancelled or reduced with 10 days or less notice will be charged 50%  
Orders cancelled or reduced with 3 days or less notice will be charged 100%

**Do you have references?**

Absolutely! We are happy to provide you with a list of happy customers if you'd like. We also have testimonials listed on the Drop Off Catering Page of our website.