

# FAQ's

## HOW DOES THE CATERING SERVICE WORK?

Think of our service as a Pizza Buffet.

While we are heating up. We serve out some complimentary antipasto platters to nibble on while we get set up. Then our 2 hour service starts once the pizzas begin. We set up a table at our Cooking station (Marquee) where the buffet will be.

As guests come up to enjoy the pizzas, we replenish the pizzas over the course of the 2 hours.

## WHAT STYLE OF PIZZA DO YOU OFFER?

We offer a very authentic Romana Pizza.

These bases are par baked in steel pans for a crispy and crunchy texture, then we final bake them on the stone for that added flavour.

Romana Al Taglio / Pala style pizza is amazing because its easy to share (no flop!), light and digestible, but big enough slices to feed larger crowds than traditional Woodfired/Gas oven pizza, which is a slower service.

## IS THERE A MINIMUM SPEND?

Yes.

When booking your catering service, it's very important to take note of these minimum spends.

### **OCTOBER - APRIL: WEDDING SEASON**

**Lunch** - 50 ADULTS. No Later than a 12:00pm serving time.

**Dinner** - 70 ADULTS. No Earlier than 5:00pm. No Later than 7:30pm.

### **MAY - SEPTEMBER: OFF SEASON**

**Lunch** - 40 ADULTS. No Later than a 1:00pm serving time.

**Dinner** - 50 ADULTS. No Earlier than 5:00pm. No Later than 7:30pm.

Start times and minimum spends can be negotiated on different circumstances. I.E - If we have another function close by to your function.

# WHAT AGES DO YOU CONSIDER AS A CHILD COST?

Our breakdown of costings is very simple.

**Ages 12 and over** - Adult Charge Applies.

**Ages 5 to 11 years** - Child Charge Applies

**Ages 4 and under** - No Charge.

For actual pricing - Please see our PDF attachment of Packages

# HOW DO WE SECURE A BOOKING?

The easiest and quickest way to secure a booking is:

- Lodge a booking request on our website via the form submission. For the quickest and accurate as possible quotation, please fill out the form with as much information as possible.
- We will be in contact with your quotation.
- As soon as you accept, we will send you an invoice of the total costs, with a prompt to pay a 25% deposit to secure the booking. Final balance is due 2 weeks prior to event.
- We will also email you a Catering Terms & Conditions. Paying your deposit is an automatic acknowledgement and approval of these terms.

# WHAT IS YOUR SETUP REQUIREMENT?

Our setup is fairly straight forward.

It is a 3x3m Marquee with collapsible carts & Trestle tables, so we can virtually set up anywhere!

The ovens we use are a 15amp Double Deck Electric Italian Oven.

If you do not have 15amp power, we can bring a generator.

We do require local 10amp power for our fridge.

We require a flat and level surface that is easy to set up in.

We also prefer to have a space for 2 cars to park somewhat nearby whilst we are catering.

# WHAT DIETARY/ALLERGIES CAN YOU CATER FOR?

**We can offer:**

Gluten Free Bases

Vegan/Dairy Free Cheese

Please note - The Gluten Free bases are cooked in the same oven, however we can provide a mesh screen to eliminate some cross contamination.

Reminder that this is an outdoor catering - It is nearly impossible to avoid all cross contamination due to wind and semolina in the air.

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## HOW FAR DO YOU TRAVEL?

We are located in Benloch, Macedon Ranges VIC.

We travel for the first 70km South or East of Macedon Ranges at no extra cost.

Which covers most if not all of Melbourne suburbs.

Anything North/West of Macedon Ranges is subject to travel fees, this is dependent on a few variables, please contact us for a custom quote.

## ARE ANY OF OUR PAYMENTS REFUNDABLE?

We do have certain policies regarding refunds.

### **Your 25% Deposit:**

Once paid, there is a 3 day cooling off period if you change your mind.

After this, your deposit is NON-REFUNDABLE under any circumstances.

### **Your 75% Final Balance:**

Your final balance is due 2 weeks prior to the day of your event.

Once this is paid, the final 75% balance is NON-REFUNDABLE.

Special circumstances of an approval of appeal to refund your balance can be made.

These special circumstances include:

- Very serious illness or death of any guest that directly results in a cancellation of your entire event.

We do understand that in times like this it could be very hard to go through something like this, but for the security of our own business, we do require proof of cancellation of your event.

This can be in the form of signed acknowledgement of cancellation from venue hosts, or proof of other receipts of refunds from vendors and venues.

## DO YOU OFFER A WAITING SERVICE?

We most definitely can, however, staffing fees will apply which will vary dependent on location. This is to cover our bases with staff travel costs.

We strongly suggest that the Buffet is chosen rather than a roaming service.

The buffet encourages your guests to move around, rather than stay stagnant or in their seats for the whole night.

It also promotes much safer eating practices; by seeing the buffet, they know exactly what ingredients are in every single pizza as there is menus displayed in front of each pizza with allergens clearly listed.

*If there is anything we have missed,  
Please contact us at any time*

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