

# FAQ'S

## HOW DO I BOOK BUTTERFIELD CATERING FOR A SPECIFIC DATE?

A signed contract with a 50% deposit of the total projected costs of your event is required to reserve your date and secure our services.

## HOW FAR ARE YOU ABLE TO TRAVEL TO CATER AN EVENT?

Most of our events take place within a 50 mile radius of Stone Ridge, NY. Please reach out if your event is further afield and we'd be happy to discuss your event details.

## DO YOU HAVE A MINIMUM GUEST COUNT FOR CATERING?

Our minimum count is 50 persons.

## DO YOU OFFER MENU AND BEVERAGE TASTINGS PRIOR TO THE EVENT?

Once your contract has been executed, a tasting for two persons may be scheduled. Tastings may be arranged no less than two months prior to your event date.

## MAY I CUSTOMIZE MY MENU?

Our menus are a collaboration between you and our team. These sample menus provide our clients with inspiration to start a conversation and often your venue will influence your final choices. We welcome your feedback to create a bespoke menu experience that reflects your event vision.

## CAN YOU ACCOMMODATE DIETARY RESTRICTIONS AND HOW ARE THEY HANDLED DURING OUR EVENT?

Please let us know of any dietary restrictions in advance and we will create a menu to address your needs.

## CAN I PROVIDE MY OWN ALCOHOL?

If your venue does not have a liquor license, Butterfield Catering must provide all alcoholic beverages and service by NY State law.

## DO YOU PROVIDE VENDOR MEALS?

Vendor meals are \$35 each and must be ordered in advance. The total number required is due with the final guest count.

## WHAT LABOR IS INCLUDED WITH YOUR SERVICES? AND WHAT SET-UP AND BREAKDOWN DO YOU HANDLE?

Staffing is determined based on the number of guests, the amount of setup and breakdown time required and the complexity of the menu served. Events always include a captain to manage our team. Staff responsibilities include but are not limited to: setting up all tables and chairs and catering equipment, preparing and serving all food; bussing the venue of all serviceware throughout the event, minding any spills, broken glass or trash on the venue floor; packing up all catering equipment rentals, including kitchen items, china, flatware, glassware, linens and service rentals; breaking down all tables and chairs.

## WHAT IS THE RECOMMENDED TIPPING POLICY? IS GRATUITY INCLUDED?

Gratuity is at your discretion. All employees hired for events are paid flat hourly catering rates rather than a calculated gratuity or tip.

## IS THERE DIFFERENT FOOD & BEVERAGE PRICING FOR CHILDREN AND MINORS?

Children 5 and under are free of charge. Guests under 21 are charged a full-price meal with a reduced non-alcoholic beverage fee.

## WHEN DO YOU REQUIRE THE FINAL GUEST COUNT?

Final guest count is due to Butterfield Catering no later than 30 days prior to your event. No refunds for change in guest count will be issued. Payments submitted may not be applied or transferred to other event fees or costs.

## DO YOU OFFER FURNITURE AND TABLETOP RENTALS?

We'll guide and confirm all food-service related rentals including tables and chairs. Once finalized, you will contract directly with our exclusive rental partner, Events Unlimited. All other specialty decor or furniture rentals may be handled directly by you or with an event planner/designer.

## DO YOU REQUIRE CATERING TENTS FOR OUTDOOR EVENTS?

If your event venue is outdoors and there is no on-site catering kitchen, you will need to provide our catering team with appropriate tent coverage to ensure clean and safe food service.

## DO YOU OFFER WEDDING/CELEBRATION CAKES?

We do not provide celebration cakes. Butterfield Catering offers a wide variety of desserts and sweet stations. If you plan to serve a specialty cake, a plating fee of \$5 per person applies. If your cake is supplemental to any desserts provided by Butterfield Catering, the plating fee will be waived.

## WHAT IS YOUR CANCELLATION POLICY?

75% of the Contract Deposit becomes non-refundable upon signing. The remaining 25% of the Contract Deposit will not be refunded if you cancel the event within 120 days of your event date. If you cancel your event anytime from 0-119 days of your event, you will be charged the full contract amount. If you need to reschedule the date of your event you may do so up to 120 days prior to your date, pending availability.

# ADDITIONAL COSTS

## *RENTALS*

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The cost of tabletop and furniture rentals fluctuates depending on many factors specific to your event vision such as venue logistics, service style, guest count and menu. Venues with no on-site kitchen will require additional equipment.

## *LABOR*

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A staffing fee for all front and back of house personnel will be added to all events based on the style of service, menu, guest count and event length.

## *OPERATIONS FEE*

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A 12% operations fee will be added to your contracted food and beverage total. The 12% operations fee contributes to the costs of executing your event, and does not constitute a gratuity or tip to staff. The fee covers our time and ancillary expenses incurred during the planning stages, leading up to the event and all other associated costs with producing and insuring your event.

## *TRANSPORTATION*

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Transportation costs start at \$500 for up to a 50 mile radius from Stone Ridge, NY.

## *TAX*

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8% New York State Tax will be added to your final bill.