

THE GREASY WIENER

CATERING FREQUENTLY ASKED QUESTIONS

Days of Operation: Monday - Sunday

Does the Wiener cater for weddings? other events? Absolutely, The Wiener loves special events! We also cater for Major production studios, Film Festivals, Birthdays, Meetings, Churches or any other Special Event.

How much is the Wiener's service charge? Should I pay an additional gratuity? Service charges are typically 10%-20% for catered events. Our current service charge is 15%. Gratuity can be added at clients' own discretion.

Does the Wiener require a minimum order? Yes, our minimum food orders start at ~ \$1000+.

Can I pre-order a fixed amount of food & serve it in chaffing trays? The Wiener is best served fresh and hot off the truck, but we can also provide fixed amount of food for larger events.

What is the travel fee for? The travel fee makes it possible for us to provide (labor & utilities) service to your area. If the event is within 8 miles of our downtown location.

Do I need to provide a permit to cater my event? If you are located in LA, you will not need to obtain a permit. Outside cities may require \$90-\$350+ in permit fees, unless we will be parking on private property. Please check your city for its requirements.

What if the price quote has gone up since the last time we talked? Will you honor the old prices? Unfortunately, unless a contract is signed with the old prices, by both the Wiener & the client, we will charge our current prices.

How far in advance should I book an event? We cannot always guarantee open time slots, so the sooner you book the quicker you can secure the date. Please email a completed Catering Request form so we can draw up a contract for you.

When is the total amount due? The balance is due via Credit Card 3 days prior to your event, or by Cash the day of the event (before the doors open).

I have filled out the Catering Request Form, does this mean I have booked the event? If not, how can I? Unfortunately not, it is just a Request, in order to secure your event you would need to sign the the Wiener's Contract & pay the 50% deposit.

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Is the Deposit refundable? The Wiener requires a 50% deposit to secure any event. If your event is cancelled:

- 30 or more days prior to the event date, the full deposit will be refunded
- 15-29 days prior to event, ½ of the deposit will be refunded
- 4-14 days prior to event, the full deposit will be retained by the Wiener
- 3 days or less prior to the event, the full amount of the event will be retained / owed to the Wiener
- If, for any reason, the Wiener's unable to park at the event, all monies for the event, will be retained by the Wiener in full.

Do you require special parking? Client must verify that we are allowed to park at the event location site. The Greasy Wiener truck cannot drive up hills with a 30% grade or higher.

Truck Dimensions: Length: 25' height: 14' (open top), 12.5' (closed top) width: 13.5' (side to side width, door panels open), 10' (closed)
CLEARANCE(approx.): length: 30 feet; height: 16 feet; width: 15.5 feet; weight: 15k+)

1. Private parking area
2. Street parking (at least 200 feet from food establishments & 500 feet from schools, unless we have received approval from those establishments)

What form of payments do you accept?

We accept cash, credit cards, cashier & personal checks (payable to: The Greasy Wiener). \$35 charge for bounced / returned checks.