



Frequently Asked Questions/Contract

Thanks for your interest in our catering products, here are some points for clarification and ease of ordering

What is the best way to contact you or to place an order?

If you have any questions, please call us at 314-899-9089. We are available by phone Monday, Thursday through Saturday 11am to 9pm. / Tuesday, Wednesday and Sunday 5pm to 10pm. When you are ready to place your order, type or write in your order on the form, and send it to us via e-mail (manager@thebaostl.com). If you lose the order form you can download another from our site at www.thebaostl.com/catering. Special arrangements can sometimes be made for slightly earlier or later pick-ups. As soon as we can we will acknowledge your order request, call you with any questions, and ultimately send you a formal order confirmation. We require a credit card number to guarantee your order. (Important: If you do not receive an emailed confirmation of your order from us, your order has not been placed.) If you would like to meet in person, please call to make an appointment. We are very busy most days with our dine-in guests, and often can't accommodate drop-ins. We are happy to help you in any way with your order – from quantities to selections, often which can be accomplished via an e-mail.

What can I expect when I order from The BAO Catering?

All of our food is prepared to order and is intended to be served at room temperature or slightly chilled. Our philosophy of fresh, healthy food is antithetical to heat-maintained foods. We are somewhat unique in that you can simply order “party platters” for pick-up or delivery. Our prices are published and are the same for everyone. There are no hidden costs, though some of our prices vary with seasonal availability. In all cases, we will make sure you understand clearly what you are getting and what it costs. Whether you are trying to figure out how much food to order for an open house, birthday party, or wedding reception, we will be attentive to your needs. Please let us know what you are looking for and we will do our best to provide helpful information. Please note that we are not a full-service catering company. We do not provide staff and rental equipment for private parties. We can, however, recommend other companies who will help you with those needs.

How are the items on your menu packaged, presented, served etc.?

All of our food is plattered on or in sturdy paper catering box, Aluminum foil trays or plastic soup cup with pop off dome lids. They are fully garnished and ready to serve. All you must do is pop off the lid. These platters are disposable and are yours to keep. Due to space, time, and handling constraints we are unable to use your platters.

How much notice do I need to give for a catering order?

We usually require at least three days' notice for orders. During particularly busy seasons, more notice may be required. In the case of an unanticipated event such as a memorial, we try our best to respond quickly. If you would like your order delivered, it's best to submit your order at least a week or more in advance. Our delivery schedule tends to fill up quickly, especially for the breakfast and lunch windows. Sorry, but we are unable to reserve a delivery window without an order or a \$100 date-hold deposit. Please keep in mind that we sometimes book up for a particular day and must stop accepting orders. We always recommend placing your order as soon as you decide to use us to cater your event.

What is your delivery policy?

We schedule half-hour delivery windows, so let us know what your ideal window would be (11:00 to 11:30 am or 3:45 to 4:15pm, etc.). The times of the delivery window represent the earliest to the latest times we could arrive. Our earliest delivery window is 8:30 to 9:00 am, and our latest is 5:30 to 6:00pm. Ideally the end of your delivery window should be at least 15 minutes before your guests arrive, so you have time to set up your buffet. When we deliver, we simply drop off the food. You are in charge of the set-up, since the food is essentially ready to serve. If you would like help setting up, please let us know. Charges for set up start at \$25. We must also allow for a longer “set up” window.

What is the charge for delivery?

We charge a standard delivery charge of \$25. Long distances, traffic, or difficult areas to deliver to will be an extra charge. If an order is so large it requires two people and/or two delivery vehicles, or if there are access challenges (stairs, difficult parking, etc.), additional charges will apply

Can I change my order once it has been placed?

We are usually able to accommodate changes made at least three days before your event. Let us know when submitting your order if you anticipate making any adjustments. Please note that we consider all orders final three days before the scheduled event date and are not able to make any changes after this time.

What is your cancellation policy?

Catering orders cancelled less than two full days before the scheduled event date will be charged 50% of the total invoice. Orders that are cancelled less than one full day before the scheduled event date will be charged 80% of the total invoice. Orders that are cancelled the day of the scheduled event will be charged 100% of the total invoice. These charges are to cover foods that cannot be used, labor, rental goods, and jobs we may have declined in order to accommodate your event.

How do I pay for my order?

We require a credit card to guarantee all orders (visa and mastercard only). Please let us know if you'd like to pay by other means when you receive your platters, otherwise, we'll have your credit card receipt ready for you when you pick-up, or we'll bring with your delivery.

What are single service items and how do I get them?

These items include paper plates, eating utensils, paper napkins, and plastic serving utensils. We have them and they are available upon request at a cost of \$1 per guest.

Do you do tastings?

Yes, with adequate advance notice we can arrange for you to taste items before you decide to order. Our tastings are scheduled for between 3:00 and 5:00pm.

Is gratuity automatically added to my order?

We do not automatically add gratuities to catering orders. We are often asked if tipping is customary, to which we respond that some customers do and others don't. The matter is up to you. Gratuities are shared among all who helped prepare and execute your order.

Customer _____ Date _____

The BAO _____ Date _____