



## Frequently Asked Questions

Thank you for thinking of Lily Grace Catering, LLC for your upcoming event. Our staff and management are committed to providing all the professional services required to make your event an absolute success. You will have many questions as you plan your event. This is a list of a few common ones. Feel free to reach out to us with any additional.

**What is included in the packages?** Buffet set up - chafing dishes, serving vessels and utensils, plates, flatware, napkins, cups, staff.

**Is the cost of food included in the package price?** YES! We allow a budget of about \$15.00 per person to pay for the restaurant food. If the restaurant pricing is more than that, we will apply an upcharge of whatever the difference is.

**What do we get with the beverage station?** Non-alcoholic beverage stations will include beverage dispensers for chosen beverages, sweeteners, bowls and tongs for lemons and trash receptacle.

**Is the tip included for the staff?** 18% Gratuity is added to most food and beverage lines of your proposal for the catering service staff. Bartender's will have a tip jar placed at the bar. If you opt to not have a tip jar at the bar, a 22% gratuity will be added to the bar package.

**What does the service charge include?** This covers any administrative costs, gasoline for the vehicles, tips for restaurants, delivery fees, minor fluctuations in food prices, liability insurance, etc.

**How do I reserve a date?** Once you have approved your proposal and are ready to lock in your date, we will require 33% of estimated charges as a deposit. A second 33% deposit is due 60 days prior to the event.

**When are my final numbers due?** 10 days prior to the event. Once this number is given, you can increase the number up to the day before, but you cannot decrease the numbers.

**Can outside food and/or beverage be provided?** No, except for cakes, alcoholic beverages and bottled water, all other food and beverage must be provided by/through Lily Grace Catering.

**Is there a time limit on service time?** Yes - up to 9 hours. Our staff will arrive 2 hours prior to the start of the ceremony and stay until after the Grand Exit. If this time exceeds 9 hours, additional fees may be added.