



# Frequently Asked Questions

## GENERALLY ASKED QUESTIONS

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### **CAN I DO A TASTING FOR MY MEAL? IS THERE A COST?**

Absolutely! What you can try at the tasting will depend on the menu you are interested in. For a plated meal, you can generally taste one appetizer, two entrees and one dessert. There is a cost of \$40 +HST per person for the tasting and you are welcome to bring up to 6 additional guests. Should you choose to book, the cost of the couples tasting, will be credited to their final invoice. During Covid, contactless drop off can be arranged.

### **WHAT IS INCLUDED IN YOUR RENTALS CHARGE?**

For a plated dinner, we provide the following rentals:

water glasses, water pitchers, bread and butter plates, salad plates, dinner plates, dessert plates, dinner knives, dinner forks, teaspoons, coffee cups and saucers, bread baskets with linen, sugar bowls, creamers, milkers, salt and pepper shakers and your choice of black or white linen napkins.

For a buffet dinner, we provide the following rentals:

water glasses, water pitchers, dinner plates, dessert plates, dinner knives, dinner forks, teaspoons, coffee cups and saucers, salt and pepper shakers and your choice of black or white linen napkins.

Additional charges include specialty dishware, cutlery or glassware. If you are interested in any of these items, please contact us for our current pricing.

### **CAN I PROVIDE MY OWN ALCOHOL?**

This is dependent on the venue you have chosen - we recommend checking with them first. Should your venue allow you to provide your own alcohol, you will be required to obtain your own Special Occasion Permit.

If you wish to also provide your own ice, mix and garnish, we would require that you also hire your own bartenders and rent your own glassware.

If you would like for us to provide the bartenders, we require that you purchase all ice, mix and garnish from us at an additional cost. This cost will also include all glassware and there will be an additional charge for the bartender labour.

### **WHAT ABOUT SERVICE FEE & TIPS?**

The service fee is charged to cover the administrative and operational services related to your event. Tips are not included in your quote as all staff members receive a premium hourly wage. Any additional tips are fully discretionary to the client during the event time. If the client would like to distribute additional tips post-event, they should contact their event coordinator.



# Frequently Asked Questions

## **GENERALLY ASKED QUESTIONS CONTINUED**

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### **IS THERE A CHILDREN'S MENU?**

Yes! Please see your wedding package.

### **CAN I DO A TASTING FOR HORS D'OEUVRES AND LATE NIGHT FOOD STATIONS?**

Yes. A private tasting time would need to be arranged. All hors d'oeuvres and food stations are charged at full price and some have minimum orders. Reach out to our Event team to arrange this.

### **HOW DO YOU HANDLE ALLERGIES/VEGETARIANS AND OTHER DIETARY REQUIREMENTS?**

We deal with dietary concerns and requests daily. Our Culinary Team is fully trained in proper food handling policies. Many of our items can easily be modified to accommodate a wide range of dietary concerns (i.e., gluten free, dairy free, etc.). If a guest has a combination of requirements or something very severe, we will happily create a custom item for them so they can enjoy their meal. All you need to do is to identify the dietary restriction on the seating plan chart, and our Event Coordinator will modify the menu items as necessary or replace them with different items.

### **FORMS OF PAYMENT**

We require a 25% deposit upon signing of the contract. This can be paid via Cheque, Cash, or E-Transfer. The remainder of the payment is due 7 days before your event, and can be paid using the same methods. We do not accept Credit Cards. However, if it is the only option, an additional 2.91% Admin Fee will be applied on top of the final bill for Visa, or Master Card.

### **WHEN DO I NEED TO SIGN THE CONTRACT?**

To save your date, it is recommended to sign the contract as soon as possible, since many dates book up quickly. Your event is not confirmed until a signed contract and deposit have been received.

### **WHEN DO YOU NEED THE FINAL GUEST COUNT?**

30 days before the event date. Our chefs order food in advance, so last minute changes (like large increases or decreases) cannot be guaranteed. For more information, please review information under Weddings.



# Frequently Asked Questions

## **WEDDING MENU SELECTION**

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### **WHEN ARE MY GUEST CHOICES DUE TO THE EVENT TEAM?**

One month before your wedding date - This allows us time to answer questions that may arise, especially with regards to dietary requests. We will customize meals wherever possible based on dietary restrictions and the 30 days notice allows us the time to discuss this with you, without leaving it until the week or two before the wedding (when you have lots of other things to be doing!).

### **HOW MANY CHOICES CAN I OFFER UNDER EACH COURSE?**

We always start with 1 item under first course, 2 entrees, and 1 dessert. We can add extra choices to any of the courses for \$7 per guest/ extra selection as this requires more staffing and administrative work leading up to the event. This will ensure a meal execution that is smooth and timely. We can accommodate other requests, but keep in mind they do impact speed of service. For your vegetarian/vegan guests, we will always prepare a separate meal for them and this will not count as one of your selections as long as it is less than 10% of your guest count

### **HOW MANY HORS D'OEUVRES SELECTIONS SHOULD I CHOOSE? HOW MANY HORS D'OEUVRES ARE SERVED IN TOTAL?**

For the All-Inclusive Menu, please choose 3 selections. We will prepare enough for 3 pieces per person.

### **DO I HAVE TO HAVE GUESTS CHOOSE AHEAD OF TIME?**

Yes! Restaurant style service (where you order at the table) is not offered at Indulge. Having your guests select ahead of time, allows us to properly prepare for allergies/restrictions. Selecting your meal ahead of time also ensures a smooth and timely dinner service.

### **SHOULD I SEND OUT FULL DESCRIPTIONS WITH INVITATIONS?**

That is completely up to you. Some people like to do this, others would prefer to keep it simple. Some go the simple route (i.e. beef, chicken, fish) because they would rather not worry about guests making preference modifications to their meal at that stage (i.e. - no mushrooms), when they can be dealt with onsite. However, the choice is yours.

### **DO I NEED TO ASK FOR DIETARY REQUIREMENTS ON MY INVITATION OR ONLINE RSVP?**

Definitely. Guests do not necessarily realize that they are not at a restaurant with a fully stocked refrigerator and the ability to create a custom dish without prior notice. In order to fulfill dietary requests, we do need to know ahead of time and therefore ask that you do put this on your invitation. If a guest arrives and indicates a request that has not been sent in ahead of time, we will of course do our very best, but depending on the situation, we may not be able to grant requests made that day.



## Frequently Asked Questions

### **WEDDING MENU SELECTION CONTINUED**

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#### **HOW DO I TABULATE MY GUEST CHOICES AND HOW DO THE SERVERS KNOW WHICH GUEST IS HAVING WHICH MEAL?**

Once you have confirmed your menu, our Event Team will send you a seating chart to fill in with all your guests' choices and allergies/restrictions. The seating chart is sorted by table—please see attached sample. You will be required to provide a place card for each of your guests to have at their seat. On this place card, there needs to be some sort of meal identifier – whether it is a colour coded system, the name of the entree or even a picture. This ensures guests receive the meal they pre-ordered.

#### **WHAT HAPPENS IF GUESTS CHANGE THEIR MINDS? DOES THAT EVER HAPPEN?**

Yes, it does! We are typically prepared with a few extra of each item just in case. If we do not have enough to accommodate on-site changes, we would simply let the guests know the situation.

#### **CAN WE SERVE DIFFERENT TEMPERATURES ON BEEF? (I.E. RARE, MEDIUM ETC.)**

All steaks will be served medium rare and indicated as such on any printed material. This is crucial to the speed of execution and service during the meal.

#### **DO WE NEED LATE NIGHT FOOD? HOW MUCH LATE NIGHT FOOD DO YOU SUGGEST?**

Late night food is not a necessary addition. More often than not, wedding dinners do not conclude until well into the evening and many guests are not hungry for more food 1.5 to 2 hours later. We recommend food for 60% of your guests if you do order late night food.

#### **HOW DO VENDOR MEALS WORK?**

If you are planning on providing your vendors a meal, please ask your vendors of any dietary restrictions and add them to the seating chart. Their meals are priced accordingly.

Entree Only - \$35.00

3 Course Meal - \$49.00



## Frequently Asked Questions

### **WEDDING DINNER SERVICE**

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#### **SHOULD I HAVE A PRINTED MENU AT THE TABLE?**

This is entirely up to you, but some people do like it as a keepsake. Many couples will theme the menu to match the rest of their decor. Indulge can provide a printed menu for your place settings at an additional cost, as long as we know you'd like this option in advance.

#### **HOW MANY SERVERS WILL THERE BE?**

For a plated meal Indulge has a minimum of one server for every 20 guests.

#### **HOW LONG DOES DINNER TAKE?**

Dinner service for 100-150 people will take on average 2 hours. We serve the head table first, then parents and then proceed throughout the room. We do not clear a table/the room until everyone is finished, and we do not proceed with the next course until every table is cleared. Timing can change due to speeches and how fast the guests are moving through the meal.

#### **IS THERE ANYTHING WE CAN DO TO HELP MAKE SURE DINNER SERVICE FLOWS PROPERLY?**

Staying on course with the timeline that you have worked out with the event coordinator, especially leading up to the beginning of dinner, as well as keeping speeches as laid out ahead of time helps a lot! The other thing that can impact service is when the Bride and Groom are away from their table when a course is ready to be served.

#### **WHEN DO YOU SUGGEST WE DO SPEECHES TO NOT IMPACT FOOD QUALITY AND SERVICE?**

We generally recommend that speeches happen between courses and will continue to clear as needed to ensure timely service.

#### **CAN YOU CUT AND/OR SERVE MY WEDDING CAKE WITH LATE NIGHT?**

Yes, we can. We like to know ahead of time the style and size of the cake as well as the flavours so that we can inform the guests. In addition, if you can let us know when you would like it cut and placed out, this ensures that we have the proper staff on hand. There is an additional cost for this.

Still have questions? Email our Event Team  
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