

**IS THERE A MINIMUM FOR A FOOD TRUCK EVENT?** Yes, our food/bev minimum for all events starts at \$1200 for week days and \$1500 for weekends, and can go up from there depending on the number of guests. For Hosted events additional service charges, sales tax, & travel fee may apply.

**WHAT IS THE DIFFERENCE BETWEEN 'HOSTED', 'PRIVATE', AND 'PUBLIC' EVENTS?** Basically, it's just who is paying for stuff. A hosted event is paid for in full by the event host. For both Private and Public events, each guest will pay for her own stuff.

The difference is a private event is for invited guests only (for example, a company party) while a public event is open to everybody (such as a carnival or street fair).

**IS THERE A TRAVEL FEE?** For events that are outside of Chilliwack area, we charge a travel fee to cover our labour, utilities and fuel. For events within Chilliwack area there is no travel fee.

**HOW MUCH IS the ShawarmaTime SERVICE CHARGE?** ShawarmaTime Service charges are typically 20% for catered events. Gratuity is at the client's discretion.

**How long can ShawarmaTime stay at my event?** For catered events we typically stay up to 2 hours. You can check with us if you want to stay longer.

**DOES ShawarmaTime PROVIDE CONDIMENTS, UTENSILS, TRASH CANS, AND NAPKINS?** Yes!

**WHEN IS THE TOTAL DUE?** A down-payment equal to 50% of the estimated cost is due at the time of the booking to hold the date. The balance will be billed after the event (typically within 3-5 days) and is due 15 days after receipt of the invoice.

**HOW FAR IN ADVANCE SHOULD I BOOK MY EVENT?** We cannot always guarantee open time slots, so the sooner you book the quicker you can secure the date. In most cases we need to book at least two (2) weeks in advance to properly schedule staff for the event.

**WHAT IS YOUR CANCELLATION POLICY? IS MY DEPOSIT REFUNDABLE?** ShawarmaTime requires a \$1000 deposit to secure any event. If you decide to cancel your event

- 30 or more days prior to the event date, the full deposit will be refunded
- 7-29 days prior to event, ½ of the deposit will be refunded
- 6 days or less prior to event, the full deposit will be retained by ShawarmaTime.

*Raincheck policy:* If your event cannot be held due to weather or acts of God, ShawarmaTime will work with you to reschedule the event to a different available date as close to the original date as possible.

**DAYS OF OPERATION:** We are available 7 days a week during the season (Apr - Oct). We will be open for catering and private/public events throughout the rest of the year.

**WHAT APPROX SIZE DO YOU NEED FOR OUR TRUCK SETUP** *We need approx.:( length: 27 feet; height: 15 feet; width: 10 feet) clearance.*

**WHAT FORMS OF PAYMENT DO YOU ACCEPT?** ShawarmaTime accepts cash, credit cards, cashier & personal cheques (payable to: Fraser Valley Shawarma Time INC). \$50 charge for any bounced / returned cheques.