

Big Red's Poutine & Shawarma Time Trucks

Food Truck Policy & Catering Guidelines (2025)

1. General Information

DAYS OF OPERATION:

- We are available **7 days a week** during peak season (**April - October**).
- Catering and private/public events are available **year-round** by reservation.

TRUCK SIZE & SPACE REQUIREMENTS:

- Minimum clearance required: **27 feet (L) x 10 feet (W) x 15 feet (H)**.
- The area must be **level and accessible** for setup and service.

FORMS OF PAYMENT ACCEPTED:

- **Cash, Credit Cards, E-Transfers, and Cheques** (payable to: Fraser Valley Shawarma Time INC).
- A **\$50 fee** will apply to bounced or returned cheques.

2. Event Pricing & Booking

**MINIMUM SALES REQUIREMENT **

- **For Shawarma Time:**
 - **Weekdays:** \$1,400 minimum
 - **Weekends:** \$1,800 minimum
 - **For Big Red's Poutine:**
 - **Weekdays:** \$1200 minimum
 - **Weekends:** \$1,500 minimum
- Higher minimums may apply for larger guest counts or peak times.

TYPES OF EVENTS:

- **Hosted Events** – The event host covers the total bill.
- **Private Events** – Only invited guests attend and pay individually.
- **Public Events** – Open to everyone; guests pay for their own meals.

TRAVEL FEE:

- Events **within Chilliwack** – No travel fee.
- Events **outside Chilliwack** – A travel fee applies based on distance. Generally, \$0.75 per KM.

SERVICE CHARGES:

- **Shawarma Time & Big Red's poutine Catering:** 10 - 20 % service fee applies - depending on the number of guests, food serving window and the venue location.
- **Gratuuity** is at the client's discretion.

SERVICE DURATION:

- We typically serve for **up to 2 hours** at catered events.
- Additional time can be arranged upon request.

3. Booking & Payment Terms

DEPOSIT REQUIREMENT:

- **\$1000 or 50% deposit (whichever is higher) is required to confirm the booking.**
- The remaining balance is due within **15 days** of receiving the invoice.

CANCELLATION POLICY:

- **30+ days prior:** Full deposit refund.
- **8-29 days prior:** 50% deposit refund.
- **7 days or less:** No refund (full deposit is retained as a credit).

RAINCHECK & RESCHEDULING:

- If an event is **canceled due to weather or unforeseen circumstances**, we will work to reschedule the event to the closest available date.

3. On-Site Services & Responsibilities

WHAT WE PROVIDE:

- ✓ Condiments, utensils, napkins.
- ✓ Fresh, made-to-order meals with high-quality ingredients.
- ✓ A friendly, professional team to serve your guests.

WHAT WE NEED FROM YOU:

- ◆ Adequate space for truck setup & service.

4. Frequently Asked Questions (FAQs)

Q: How far in advance should I book?

A: We recommend booking at least **2 weeks in advance** to secure your preferred date.

Q: Can I customize the menu?

A: Yes! We offer **custom menu options** tailored to your event. Additional fees may apply.

Q: How do I finalize my booking?

A: Submit your deposit and confirm details with us.

For bookings and inquiries, contact us at:

Shawarma Time ✉ Email: [info@shawarmatimetruck.com]

☎ Phone: [778-684-8443]

Big Red's Poutine ✉ Email: [bigredspoutine@shawarmatimetruck.com]

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