



CATERING F.A.Q.

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

What is the best way to place an order?

When you are ready to place your order, type your order on the form, and send it to us via e-mail (heights@houstonlocalfoods.com). We try our best to get back to our customers within the same business day. If your order comes in later in the day, we may return it the following day. *If you would like to meet in person, please call to make an appointment. We can be very busy most days during peak lunch or dinner hours with our dine-in guests, and sometimes cannot accommodate drop-ins.*

Please let us know what time you would like to pick up the order or what half hour window you would like for delivery. Special arrangements can sometimes be made for slightly earlier or later pick-ups.

If you would like your order delivered, it's best to submit your order at least **24-48 hours** in advance. Our delivery schedule tends to fill up quickly. We always recommend placing your order as soon as you decide to use us. We schedule half-hour delivery windows. Our earliest delivery window is 10:00 – 10:30am, and our latest is 5 – 5:30pm. 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.

As soon as we can, we will acknowledge your order request, call you with any questions, and ultimately send you a formal order confirmation invoice. We require a credit card number to guarantee your order.

**** Important:** If you do not receive an e-mailed confirmation of your order from us, your order has not been placed. **

How do I pay for my order?

We require a credit card to guarantee all orders (visa, mastercard, amex, discover). 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 is our cancellation policy?

We consider our formal confirmation invoices as contracts. Catering orders that are cancelled within 16 hours will be charged 50% of the total invoice, cancellations the day of the scheduled event will be charged 100%. These charges are to cover foods that cannot be used, labor, and jobs we may have declined in order to accommodate your event.

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

Sandwiches from our "Group Lunch" option are cut in 1/2 and placed on sturdy plastic catering trays with pop off lids. Bowl salads are fully garnished all you need to do is pop off the lid. Our sides are packaged in labeled foil containers with lids. Boxed lunches are served with choice of sandwich, two sides, and plastic cutlery kits with optional labels with names by request.

SUPPLIES: Serving spoons or tongs are available for \$1.00 each and single service items (eating utensils, biodegradable plates, and cups) are available at a cost of \$.25 each or \$3.00 per dozen.