

THE *Big* KITCHEN

CATERING

PICK-UP AND DELIVERY DETAILS

HOURS OF OPERATION

We are open for pick-up and delivery 7 days a week from 10:30am to 6:30pm.

ORDERS FOR PICK-UP

Tell us when you need it and we'll have it ready for pick up, either hot to serve now or cold to serve later. There is no additional fee for pick-up orders.

ORDERS FOR DROP-N-GO DELIVERY

You choose the time window and we will drop off your food hot and ready to serve, or cold to serve later. Delivery requires a minimum order of \$150 and our delivery zone is generally defined as inside the 295-288 beltway. The base delivery fee is 5% of the food and beverage value with a minimum fee of \$15, and may be higher for longer distances and certain types of office buildings.

ORDERS FOR DELIVERY PLUS SET-UP

You choose the time window and we will bring your food ready to serve and set it up using our disposable service ware, so everything is looking sharp when your guests arrive. The base delivery plus set-up fee is 10% of the food and beverage value with a minimum fee of \$30, and may be higher for longer distances and certain types of office buildings.

LEAD TIME

The required lead time depends on your order specifics, but we typically ask for at least 2 days, and longer notice is always better.

PAYMENT

Full payment for delivery and pick-up orders is due at least 2 days in advance, and orders over \$1,000 may require a deposit before the final payment. Orders cancelled within 48 hours of scheduled pick-up or delivery may incur a cancellation fee up to 50% of the food and beverage value. You can pay online by ACH or credit card through our secure portal, and credit card payments incur a 3% processing fee.

ADD-ON ITEMS

Compostable plates, utensils, napkins: \$0.35 per person
Compostable chafing set: \$9 each
Paper table cover: \$6 each
Disposable trash can/liner: \$10 each