

FREQUENTLY ASKED QUESTIONS

THINGS you should know...but didn't think about

- Let us know if there is a power we can plug into! (A regular house plug is fine!)
If not, we will supply an on-site generator.
- We always bring extra food in case. We count plates prior to service before serving guests so we know how much extra to charge you after the event.
- *We bill you for what is ordered on the invoice and any overage, not the actual turn out if it happens to be less than expected*
- Meal tickets are accepted (that you must provide to your group) to make sure we do not go into "overage"
- The food truck is set to arrive within the hour prior to service (30 min - 60 min before)
- We turn around 100 guests in about an hour or 25 every 15 minutes
- All cutlery is provided alongside eco-friendly self contained take-out boxes, napkins etc.
- Size of the truck: roughly 2 parking spots long and the same width (24ft long, 7.5 ft wide)
- The serving window is on the passenger side of the truck

Refund and rescheduling:

All deposits are non-refundable

We will show up rain or shine

Able to reschedule with 2 weeks notice based on availability in our calendar

Payment Terms

A non-refundable deposit is required to secure all bookings

Full balance is taken 3-5 days prior to the event (unless otherwise stated)

Cheque payments: Please make payable to **Me.n.u Canada Limited** for the day of the event (unless otherwise stated)

For more information, please email us at eat@menufoodtruck.ca