

## FREQUENT ASKED QUESTIONS / TERMS & CONDITIONS

**I have filled out the Catering Request Form, does this mean I have booked the event? If not, how can I?** *Unfortunately not, it is just a Request, in order to secure your event you would need to give your 50% deposit to one of our representatives, which will contact you in the following 12 hours after form was submitted*

**Does Taco San Buena cater for weddings or special events?** *We cater weddings, quinceañeras, for major production studios, major tech companies festivals, birthdays, meetings, churches or any other special event.*

**Days of Operation:** Tuesday – Sunday. For Holyday, please call

**Standard Starting Hours:** Arrival/set up: 15-30 min. prior to event

**Should I pay an additional gratuity?** *Our current service charge is 15%. Gratuity can be added at clients' own discretion.*

**Is there a minimum order?** *Yes, our minimum food orders is \$750.00.*

**Is there any travel fee for?** *If you are located in the city of San Francisco, there's no travel fee, for any other location, please call*

**How long do you keep your proposal prices?** *If customer is committed paying its deposit, Taco San Buena will stand for the proposal prices up to three months*

**How far in advance should I book?** *We recommend you at least two weeks in advance, how ever for last minute inquiries please call.*

**When is the total due?** *The balance is due HAS TO BE PAID, before the event starts, we will not provide any service if the balance has not been fully paid (you can pay via Credit Card, Cash or Personal Check)*

**Do you have an alternative to the Taco San Buena Catering? Can I do a pick up order from a truck?** *Yes, you can always pick up your Taco San Buena trays at the corner of 22<sup>nd</sup> and Harrison St in the city of San Francisco, you have to call 24 hour in advance*

## Terms & Conditions

**Is the Deposit refundable?** *Taco San Buena requires a 50% deposit to secure any event.*

***If your event is cancelled:***

- *one week or more days prior to the event date, the full deposit will be refunded.*
- *1-6 days prior to event, ½ of the deposit will be refunded*
- *Event day, the full deposit will be retained by Taco San Buena*
- *On-Site cancellation we will charge a \$100 fee, plus we will retain full deposit.*

**Guaranteed Parking** Client must verify that we are allowed to park at the event location site. If, for any reason, Taco San Buena is unable to park at the event, all monies for the event, in full, will be retained by Taco San Buena.

**Dimensions:** (approx.): length: 30 feet; height: 16 feet; width: 15.5 feet; weight: 15k+)

**What form of payments do we accept?** *Taco San Buena accepts cash, credit cards, cashier & personal checks (checks must be received 5 business days prior to the event ). \$25 charge for any bounced / returned checks.*