

IMPORTANT INFORMATION & QUESTIONS

Planning a catered event is an investment in your guest's experience and we know it is important to you. We like to begin with a conversation between us so we can get to know you and have a full understanding of your vision. Our goal is to avoid confusion and miscommunication. Following is information that will be helpful to your planning process.

1 | Is Tangerine available on your chosen date?

This is the first question you should ask. If the date is not available, are you flexible? Once you have made a decision to hire us, we will ask for a deposit to reserve the date.

2 | Have you chosen a venue?

The venue will determine the style of catering appropriate to your event and the number of guests that can be invited. It will also determine the number of guests you can entertain and the kind of menu you can offer. Tangerine manages the venue at Mainframe Studios, is on site at the Des Moines Art Center and has catering privileges at many venues in the Des Moines metro area.

3 | What is the purpose of your event?

Do you have a theme and a budget in mind? How many guests do you anticipate? The more information we have about your event, the better we can help you choose a menu and a service plan.

4 | What kind of dining service do you want?

We are able to provide every level of service. In our meeting we will explore what works best for the venue and the menu.

Service options include:

Plated meals Multi-course individually plated food delivered to seated guests

Buffet Guests help themselves or are served by attendants

Food stations Tables featuring small portions of food. Stations may be staffed.

Cocktail Bite size food tabled or passed by servers

Delivery and set up Our staff delivers the food, sets up with the appropriate equipment then leaves

Drop off Food and/or equipment is dropped off and the client assumes the responsibility for set-up.

5 | What menu works best for your budget and taste?

Planning your menu is the most important decision we will make together. There may be restrictions based on your venue choice, budget and service selection. Is there a kitchen or staging area in the venue? It is always helpful to arrange a site visit to plan the logistics.

You may be provided with menu selections to choose from but we are happy to develop a menu customized for you.

Special dietary requests Tangerine is happy to accommodate any special dietary requests you or your guests may have.

6 | Does Tangerine provide a tasting?

Tangerine holds a casual tasting event at the beginning of each year. Anyone with an upcoming event is invited to attend. The menu may not include specific items from your menu but will give you an idea of how we approach food.

7 | Who will take care of the beverage service?

The Tangerine Food Company is fully licensed and insured to provide a complete beverage experience. You will be asked about your budget and the drinking habits of your guests. You may want to offer wine and beer only or a full bar. Your chosen venue may hold their own license or have restrictions on alcohol service. We will happily work with you to provide the best beverage service. Our most common options are:

Full bar or wine/beer for a set amount of time We charge a flat fee with unlimited service

Consumption You pay a bar set up fee plus the fee for the amount of alcohol consumed during the event. You are welcome to choose a predetermined amount and make a decision during the event to add more.

Provide your own beverages If you wish to provide your own alcoholic beverages, you will be charged a bar set up fee plus a corkage fee. (The corkage fee applies only to The Des Moines Art Center and Mainframe Studios.) If you choose this option, you will be responsible for delivery to the venue and for all beverages left at the end of the event.

8 | What additional services are offered?

Cake cutting Our talented baker can provide dessert; however, you are welcome to bring in dessert from an outside source. We charge a per person cake cutting or set up fee. This includes eco-friendly disposable plates, forks and cocktail napkins.

Room set up, clearing and switch over Tangerine Food Company is happy to provide these services. An additional labor fee is charged.

Staffing service Tangerine can provide trained bartenders and waitstaff.

Equipment Tangerine can provide all the equipment needed for food service including china, cutlery, glassware and linens. We can also assist in making arrangements for decor, floral, audio visual or other requests.

9 | How is the price determined?

You will notice that little pricing information is provided on our menus. Pricing is based on many different factors and we do have a sliding scale. The price per person for a group of 12 can be substantially more than the same meal for 200. Once a menu has been chosen and an estimate of the number of guests provided, we will provide a guaranteed food price. Your invoice will consist of four categories — food (normally a price per person based on your menu); equipment (this would include china, glassware, linens,

floral, special items specific to your event); beverage (alcoholic and non-alcoholic); and labor (a fee based on the number of staff multiplied by the number of hours worked). Tangerine does not add a service fee to the invoice.

10 | Is tipping required or included ?

Tangerine does not add a mandatory gratuity to your invoice. The Tangerine crew works very hard to make sure your event runs smoothly and are very appreciative of any tip you may, at your discretion, provide to them.

11 | Do you offer packages?

Tangerine does offer discounts for large scale events and weddings. Package pricing is determined after the scope of the event is fully understood.

12 | What is the deposit/refund policy?

For large scale events and weddings, Tangerine will ask for a \$1,000 deposit to reserve the date of your event. The deposit is deducted from the final invoice. A guaranteed head count is due 2 weeks prior to the event. This is the number that will guarantee the food price. You may request that we increase the number of guests but we cannot lower the number. The remaining balance is due 7 days prior to the event unless other arrangements have been made.

If cancellation occurs 60 days before the reserved date, 50% of the deposit will be returned to you. No refund is made if cancellation occurs after 60 days before the reserved date. We accept cash, checks and credit cards. A 4% service fee is added to credit card transactions. Smaller events and most corporate events will be invoiced immediately following the event.