

FAQ'S

YOUR EVENT DAY MATTERS TO US.

WE ARE HERE TO MAKE THIS PROCESS FUN, EASY AND TASTY!



DO YOU REQUIRE KITCHEN FACILITIES ON-SITE TO CATER?

This will depend on the service style and menu format! Many of our menu items will be prepared at our commercial kitchen location in Vernon and transported close to service time in our temperature regulating boxes so kitchen facilities are not generally required. Prep space is required in most cases to complete final garnishing and preparation on site.

CAN YOU TRAVEL?

Our catering team is based in Vernon and we offer services throughout the beautiful Okanagan Valley. Please note, there may be limitations on available menu offerings when travelling distances is involved.

DO YOU OFFER TASTINGS?

Please contact us for more formation on available tasting options!

CAN YOU ACCOMMODATE FOR ALLERGIES OR DIETARY RESTRICTIONS?

We can accommodate for many allergies and dietary restrictions. Examples may include removing that ingredient, substituting it, or providing an alternative menu option for that individual(s). Please note, for serious allergies, we cannot guarantee the menu items will be free of that specific allergen although our team does their best to take all necessary precautions to avoid any potential cross-contamination.

CAN YOU CATER FOR INTIMATE GUEST COUNTS?

Yes, please contact us for further details!

PLEASE CONTACT US FOR REQUIREMENTS BASED ON YOUR EVENT SPECIFICS!

HOW DO WE BOOK YOU?

We will prepare a preliminary invoice for you based on your expected guest count, and if you'd like to proceed, we will send over our contract for electronic signature and we also take a deposit via our online credit card checkout link or e-transfer.

DO YOU HAVE KID FRIENDLY OPTIONS?

Yes, we have some menu options available!



WHAT HAPPENS IF THERE ARE LEFTOVERS?

Due to human nature and eating patterns, there may or may not be leftover food. Depending on the service style and if there are food safe leftovers as determined by any Gumtree employees on site, these can be left with you.

DO YOU PROVIDE SERVERS & BARTENDERS?

Gumtree does not provide event servers or bartenders. We recommend outsourcing these through a staffing service such as Okanagan Servers. We do provide Food Service Coordinators who's role is to ensure everything to do with the food is seamlessly executed! The number of Food Service Coordinators required on site does depend on location, guest count, type of menu, and timing of the meal. You may want to outsource your own event staffing if you are looking to have roles completed such as: passing of Gumtree appetizers, table clearing & clean up, table wine & water service and bartending.

WHEN HAVING MORE THAN ONE MAIN ENTREE (PROTEIN), ARE WE REQUIRED TO ASK OUR GUESTS THEIR SELECTION AHEAD OF TIME?

This is only required for plated service styles. For buffet and family style, we use industry proven algorithms to prepare food items based on consumption history and trends although if you feel your guests are much more likely to eat one protein choice over the other, please let us know so we can properly adjust for this.

WE HAVE A WEDDING CAKE EXTERNALLY SOURCED OUT, CAN YOU PROVIDE A CAKE CUTTING SERVICE FOR US?

Any services related to outside food brought in by yourself or another vendor will not be serviced by Gumtree unless otherwise approved. If a Gumtree Chef is already on site at your event based on the service style and menu format, cake cutting can be added on for an additional fee.

ARE WE REQUIRED TO COME AND MEET WITH YOU IN PERSON IF WE ARE NOT FROM THE OKANAGAN?

We are happy to work with you via phone and email. Email correspondence is preferred so we can refer back and ensure no details are missed!

IF WE'D LIKE TO PICK UP OUR CATERING, IS THAT AN OPTION?

Yes, we can offer pick up catering options for you! are missed!

WHAT DO YOU INCLUDE & EXCLUDE WITH YOUR SERVICES?

Included:

- Chafing (warming dishes) for the menu items
- Serving bowls & platters for the menu items
- Serving utensils for the menu items

Excluded:

- Servers & bartenders
- Guest plates, cutlery, napkins and glassware
- Tables & linens for menu items to be placed on (if required) i.e. buffet tables

CAN WE SERVE OUTSIDE FOOD ALONGSIDE CATERING FROM GUMTREE?

Our food safety and presentation quality is important to us! We ask that no outside food is served alongside our catering with the exception of shelf stable bakery items such as wedding cakes, candy, and specialty desserts or late night snacks such as pizza and fast food. It must be clearly labeled by the providing vendor.

WHAT IF WE'D LIKE TO MAKE GUEST COUNT OR MENU CHANGES AFTER BOOKING?

We understand you may need to make adjustments! At time of booking, we require your main service style to be confirmed, for example buffet or family style. It is easy for us to add on or remove appies, desserts & late night snacks throughout the planning process or change up menu items too!



PRIOR TO EVENT DATE

2 Months:

- Updated guest count
- Finalized menu choices • Preliminary event details
- Planned food service times, on-site contact, allergies or special dietary requests, floor/table layout (if required)

2 Weeks:

- Final guest count (menu quantities on the invoice will be adjusted based on this)
- Finalized event details
- Food service times, on-site contact, allergies or special dietary requests, floor/table layout (if required)

AN IMPORTANT NOTE WITH FAMILY STYLE

With family style services, guests will be sharing the food amongst their tables, so please ensure table decor is kept to a minimum as there will need to be room for a minimum of 5 platters on the table (menu choice dependant).

