

FREQUENTLY ASKED QUESTIONS

#1. What methods of payment do you accept?

We accept cash, all cards, and approved organization cheque. If you plan to pay with a cheque, please select "Invoice" for payment when placing your order. All approved organizations and campuses are given up to 8 weeks to submit cheque payment.

You must use your organization email when placing an order with cheque payment i.e., do not use a gmail account when ordering for the University of Toronto.

It is the responsibility of the person placing the order to ensure the invoice is paid.

#2. Do you deliver to my area?

Our delivery radius is very large, so most likely yes. Please enter your address into the search bar and check. If you are outside our zone, please contact us directly to make delivery arrangements with us.

#3. What size should I order for my group?

Our suggested catering packages are a general guideline and we design them based on our experience. If you are ordering individual platters, this is a rough guideline for the main items like grains, meats, and salads:

Party size: 10-15 people

Half size: 20-25 people

Full size: 40-50 people

You know your crowd better than us, so you make the final decision.

#4: Can you accommodate our dietary restrictions?

Most of our food is gluten free and vegan friendly. If you have other specific requirements, feel free to contact us via email or phone to arrange special orders or requests.

#5: Is your meat halal?

Yes. Our chicken is halal-by-hand from Al Ahad Foods Inc. Our beef is from CMP Meats in Toronto.

Al-Ahad Foods Inc.

Office #: 416-266-2423

120 Barbados Blvd, Units 1-3
Toronto, ON M1J 1K9

CMP Meats

Office #: 416-604-8765
2255 St Clair Ave W, Toronto, ON M6N 1K8

#6: Do you provide chafing dishes?

Yes. We have those available at an extra cost. Our base cost is \$200 which includes 6 chafers. This cost includes delivery, setup, plus pickup. All chafers must be empty and wiped down at pickup. Each additional chafer after 6 pieces is only \$20 extra.

#7: I love your food and I want to order, but hate ordering online. Can you help me put an order together?

Of course. Please contact our store directly and you will be directed to the appropriate rep.

#8: How much notice do you need for my order?

The more the better, but here's a rough guideline:

Up to 10 people: 2 days

Up to 20 people: 2-3 days

40+: 5 business days

100+: 2 weeks notice

If you are ordering with less notice time, go ahead and place your order. We will follow-up if any issues arise.

#9: I have a large event and forgot to order the food. Can you help?

Please contact us directly. We are very good at what we do, and reserve this last-minute service to our regular clients.

#10. Can you fill a last-minute large order for our film crew?

Yes, but it depends. Contact our store directly.
We require a minimum deposit.