

## Frequently Asked Questions

Still have questions? Give us a call, we're here to help.

**941-993-5263**

### **How do I book the Polpo Pizza truck?**

First, check our calendar. Next, send us an inquiry via our website or give us a call. We book on a first-come, first-served basis and cannot guarantee availability. A 40% deposit is required to reserve the date of your choice, and no party is considered 'booked' until the deposit is received and processed.

### **What's included?**

Our rates include everything you need to enjoy our food (bio-ware disposable plates, napkins, utensils etc.), along with a friendly staff of 3-8 people to prepare, cook and serve your guests (buffet style). You'll get unlimited gourmet wood-fired pizzas during the serving time allowed. (Yes, that's right UNLIMITED!)

### **What can I expect the day of the event?**

We will show up about 1.5 hours early to fire up the oven and setup our kitchen. If shore power is available and accessible we'll plug our truck in. If no power is available, no problem! We have a super quiet generator which provides all the power our truck needs to operate. Once we're set up, our team will prep, cook and serve (buffet style) for 2-3 hours; depending on the size of your party.

## When is the Polpo Pizza truck available?

The Polpo Pizza Truck can be booked Tuesday through Sunday, twice a day. Check our handy calendar to see if we have availability for your desired date and time -we book up fast! When we're not catering private events, you can find us around town at farmers' markets and community events.

- Afternoon Parties Are Booked From 11am - 3pm
- Evening Parties Are Booked From 5pm - 9pm
- Late Night Parties and After-Parties Can Be Arranged For An Additional Charge.

## Can you come at a time other than what is listed?

We try to stick to our schedule which allows for two bookings a day. We may be able to accommodate special requests on an individual basis. Get in touch!

## How much space does your truck and setup require?

Our truck and set up with the awnings extended requires a minimum of 30' x 12' space. If you have any concerns about us fitting in your space, we would be happy to meet with you to inspect the site and discuss setup options.

## Can you park in my backyard?

Yes, as long as the ground is level and firm enough and we have ample room to get through any gates and have enough room to maneuver our truck.

## How far do you travel?

Our truck is all modern and awesome, but it's still an antique so we try to stay within 25 miles of our offices at 6200 Clark Center Ave, Sarasota, FL 34238. We will travel longer distances for parties of more than 50 people and for an additional fee based on the location of the event.

## What if I need to cancel?

We'll be super sad, but we understand. Things happen. As long as we have 21 days notice, we will gladly refund your deposit or reschedule if you desire.

## What happens if it rains?

We can serve pizza in light rain, but not in a downpour. In the case of SEVERE weather forecasted, you can cancel your party 24 hrs in advance with no penalty. We will retain your deposit, and you can reschedule up to one year in advance and your deposit will be applied in full.

## How much advance notice do you require for an event?

We book on a first come, first served basis and cannot guarantee availability. No party is considered 'booked' until the deposit is received and processed. Contact us as soon as possible to insure you get the coolest catering service in Sarasota.

## What if the date I want is booked? Do you have a wait list?

Yes.

## Do you do parties for less than 25 people?

Yes, we offer parties for 25 people or less on Tuesday, Wednesday, and Thursday afternoons only. Please refer to our pricing structure for all other parties.

## Do I have to pay full price for children?

No, Kids under 5 are free, and children 5-10 are counted 2 for 1. We'll even make up pint sized pies, just for the little ones.

## Does your oven give off a lot of smoke?

No, there is virtually no smoke while making pizzas. However, during our initial oven fire up, there will be some smoke for the first few minutes.

## How fast do the pizzas cook?

Our amazing wood-fired oven can reach temperatures up to 800-900 degrees Fahrenheit. The pizzas cook in one and half to two minutes, and we can cook up to 3 pizzas at a time.

## Do you do gluten free pizzas?

We're currently developing an amazing gluten free pizza crust. We hope to be able to offer soon. Just a note, our gluten free pizzas will be baked in the same wood-fired oven as our regular pizzas so they will not be 100% gluten free or suitable for persons with Celiac disease.

## When do you need to know the final guest count?

One week prior to your party.

## What types of events do you cater?

What types of events don't we cater? We provide catering for Weddings, Bridal showers, Baby Showers, Bachelor/Bachelorette Parties, Neighborhood Parties, Corporate events, Office Parties, Birthdays, Bat Mitzvahs, Meetings, Graduations, Memorials, Retirements, Charity events, Family Reunions, Luncheons, Holiday celebrations, Anniversaries, Fundraisers, Tailgate Parties, Grand Openings, Themed events, Social gatherings and celebrations of all types and sizes.

## Will the Polpo Pizza truck fit in with my formal wedding?

Absolutely! We will work with you and your event planner to customize a menu and serving style to fit your special day. Contact us (941) 993-5263 to discuss how we can help create an amazing and unforgettable experience for you and your guests.

## Do you offer a tasting for weddings?

Yes, we can arrange a tasting for you at one of the local farmers' markets or community events that we do. You will have the opportunity to not only taste our delicious pizza hot out of the oven, but get a glimpse of our truck's awesome factor.

## Why should I hire Polpo Pizza Company?

So you can focus on entertaining your guests and enjoying the party while we take care of the rest! And because we provide more than just crazy good pizza. We create an atmosphere and an experience that is unique, intimate and exceptionally memorable. Unlike a lot of caterers, we cook fresh on-site so our food doesn't sit around and get cold. We also have the ability to gauge how hungry your guests are. We can crank up the pace or slow it down based their needs. We promise you and your guests will be glad you hired us!

## Are tips added automatically?

No, our staff will never expect a gratuity, we pay our people honest wages and feel that gratuities are bonuses for exceptional service. However many customers DO want to give our staff something and ask for guidelines. A tip of 10% to 15% is a nice way to show appreciation for a job well done. You can rest assured the staff will get 100% of any gratuity given to them.