



INSIDE CATERING
33 SAVILE CRESCENT
BORDON
HAMPSHIRE | GU35 0ED

Inside Catering Ltd FAQs

How do I place an order?

To place an order, email info@insidecatering.co.uk or call 01420 476385

If you are planning a conference, special event or multiple events, we recommend setting up a meeting with the Catering Team.

Who do I contact to place an order?

When placing your order, you can speak with Paul McIntyre, Managing Director. On receipt of your enquiry we will email you a confirmation with the details and quote of your catering order.

What information do I need?

Please provide the following information when placing your order:

- Contact Name
- Phone Number
- Email
- Group Name/Event Title
- Event Date
- Event Time (start and end times)
- Guest Count
- Venue Location
- Menu Required
- Tables, Chairs, Linen, Glassware required
- Staffing Bar and Facility requirement

How do I pay?

You can use a credit card (not amex) BACS or cheque to pay for the event. If you are paying with a credit card a 2% charge is applicable,. The credit card information or cheque must be provided prior to the date of the event. Cheques can be made out to Inside Catering Ltd

How far in advance should I order?

To ensure that we can provide the services you desire, orders should be placed at the earliest opportunity, we do take booking 2 years in advance. We can accommodate last minute orders; however, all menu items may not be available. Please speak directly with Paul when placing a last minute order. If service staff are needed or alcohol is going to be provided, then orders should be placed one week in advance



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What supplies come with my order?

All catering orders are supplied with the necessary disposable items needed for the menu provided. For examples, disposable plates, cutlery, napkins, cups, etc.

If you are requesting additional supplies there will be an additional charge.

If requested, food and beverage service tables will be covered with a banquet linen at no additional charge.

A banquet linen covers the top of the table; it does not go to the floor.

Does linen cost extra?

There will be an additional charge to cover seating tables, hollow squares, u-shape tables, panel tables, etc. The linen must be ordered 3 days in advance to ensure we have them. For advice on what linen suits please call for more information.

When do I need staff for my event?

Staff will be required for but not limited to the following:

- Plated Meals
- Drinks and Canapé Receptions
- Any event with alcohol
- Any event with china service
- Buffet Dinners (based on size of group)
- Conference (based on needs of group)

How many staff do I need for my event?

The amount of staff that you need depends on the nature of your event (plated, buffet, bar, etc.) and the guest count. We look at each event separately and will only use the amount of staff necessary to run your event as efficiently as possible while providing the proper level of service. There is a six hour minimum charge for staff. If your event requires staff to work more than six hours, then you will be charged accordingly.

Will there be service staff at my event if I do not order it?

No. A wait staff will drop off your order and periodically check on it based upon the type of event. If you would like a dedicated waiting or bar staff for your event, please request them when placing your order. There will be a six hour minimum charge for the staff. If unsure please ask for more details.



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Do I have to pay for rental equipment for my event?

Yes. There will be a rental fee incurred for rental equipment for events. The equipment may include, but is not limited to:

- Popcorn Machines, Hot dog stands
- Grill for outdoor grilling for events
- China & Cutlery Service for events
- Tables and chairs, Garden Furniture, Gazebos
- Glassware

Can I order something that is not on the menu?

Yes. Please contact us to create custom menus and theme menus.

Can you accommodate kosher and special dietary needs?

Yes. If you require Halal, Vegetarian, Vegan, Gluten free, Dairy Free, Nut free or kosher meals, the order must be placed 1 week in advance, as our kitchen is not kosher and we need to order from an outside vendor. For other dietary needs, we can prepare alternative menu items.

How do I contact catering if I have an emergency?

If you have an emergency/question during a catered event you can call the main office at 01420 476385 or you can call the emergency phone at 07812344181. The manager on duty during your event will have the emergency phone.

When does my event get billed?

For corporate clients Inside Catering Ltd sends out the Invoice on the Friday after the event. It is sent to the Financial Office where it is processed according to their timeline. Private clients are required to pay the full balance 2 weeks as company policy without any exceptions.

If I have extras how do I get a copy of my final invoice?

A final invoice will be sent to you after your event if we provided extra alcohol or added menu items, linens, etc.

If there were no changes to the original order, then your quote is the final invoice.

Will there be a charge for cancelation?

Please refer to our company terms and conditions, copy available on request.



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Can we arrange a site visit?

Yes we always arrange a site visit so we can see the venue to check for placements and also access for our equipment.

Do we have to supply power?

Most of Inside Catering outdoor equipment is gas fuelled however we will require power which is dependent on the type of event, please ask for more details.

Can we see testimonials?

Yes we have many letters from happy clients; some are available on our main web site www.insidecatering.co.uk then select "comments"

Can we taste the food?

This is dependent on the desired menu, as we can't cook a whole hog roast or lamb so you can taste it? However for canapés and main dishes we can arrange a tasting meeting. **Tastings are available to clients who have paid a deposit on an event.**