

Q & A

Some Questions and Answers to help you in planning a successful clambake.

Dates & Rain Dates:

Q. How do I confirm a date?

A. After you have decided on a date, give us a call on our toll free number, 1-800-310-7200, to make sure we can accommodate you. Then mail us the signed contract along with a \$300 deposit. Upon receipt, we will return a copy of the signed agreement.

Q. Should we select a rain date?

A. If your event can accommodate a rain date, we recommend that you request one when you return your signed contract.

Q. What if rain is forecast on the day of our clambake?

A. You may postpone your clambake if you call by 8:30 AM on the day of the event.

Q. What if it rains during the clambake?

A. We all get wet unless you have made suitable protection for your guests.

Insurance:

Q. Are you insured?

A. Yes, we are fully insured and our employees are properly covered.

General Preparations:

Q. What happens if more people show up than we guaranteed? Will there be enough food for them?

A. For emergency purposes, we bring 5% more food than you guaranteed.

Q. How do you maintain an accurate count of lobster steak & chicken among guests--especially when accommodating large groups?

A. When requested, we are pleased to provide different colored tickets for lobster, steak & chicken meals for hosts to give to their guests prior to the serving of the meal.

Q. Will "seconds" be available?

A. We normally offer seconds on all items except lobster, steak and chicken.

Q. What do you, the clambake company provide?

A. Quality food, serving tables, all utensils, paper goods, wet naps, lobster bibs and rubbish barrels with plastic liners.

Q. What should we provide?

A. A suitable site, tables, chairs and hungry people who want to really enjoy themselves.

Q. What is expected of me to get ready for the clambake?

A. If your event is at night, it would be appreciated to have a lighted area for cooking and serving. Our staff would also appreciate having adequate access to the cooking area before and after your event.

Q. Will we need a fire permit?

A. No, our cookers are gas fired units and do not require a fire permit.

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Set-Up & Serving Times:

- Q.** How long does it take to prepare the meal after you arrive at our site?
- A.** We will arrive approximately one hour prior to your serving time.
- Q.** How long will it take to be served?
- A.** Our goal is that no one waits in line more than 15 minutes whether you have 100 or 1000 in your group.
- Q.** What about a serving time?
- A.** Please do not confuse the serving time with the arrival time of your guests. If you are planning to have cocktails, we suggest a serving time of 1 hour after the arrival time of your guests. It is important to provide our staff with the correct serving time so that our staff can have your food properly prepared and hot when you want it.

Clean-Up & Payment:

- Q.** After the meal is served, how long will it take your personnel to clean up and vacate the site?
- A.** We'll never rush you, but you can plan on our being gone two hours after we begin serving.
- Q.** Do you clean up the site and take the rubbish?
- A.** We remove all rubbish from the site and our goal is to leave the area cleaner than we found it.
- Q.** What about payment & gratuity?
- A.** Payment is due in full on the day of the event unless prior arrangements have been agreed upon by the client & contractor. A 15% gratuity will be automatically included in your statement total.