

Polices & Procedures

1. Securing Your Event

AOC/Bubb's requires that a signed contract accompany your initial event deposit. Your event date is not considered secure until AOC/BBQ is in receipt of both contract and deposit. Dates will not be held. Prospective clients are not guaranteed a right of first refusal. Final guest count and menu may be modified up to two weeks prior to your event.

2. Pick Up Order

We encourage you to call and reserve the date and time of your event as soon as possible and suggest that all orders be made two weeks in advance of the event.

3. Minimum Guarantees

All guaranteed counts are due no later than two weeks prior to the event. Guest counts cannot be lowered within two weeks of your event.

Menu Prices are based on a minimum of 65 guests. Lunch buffets are not available for fewer than 15 guests. Please add the following amount to all orders if guests count is less than 65 guests.

64-31 Guests: \$1/Person
30-15 Guests: \$2/Person

4. Dietary Needs

Please ask your Event Coordinator for menu options to accommodate special dietary needs.

5. Prices

All prices are subject to local sales tax and an 18% event fee. Tables, chairs, linens, china and dinnerware are available for additional fees.

6. Event Fee

Clients will be charged an 18% event fee on all orders. The event fee focuses on providing you with an exceptional experience from our sales, culinary, service and operations teams. Our event fee does not cover gratuity; gratuity is at each client's discretion.

7. Full-Service Staff

All staff as needed will be booked in accordance to guest count and menu type as determined by AOC/BBQ. Each staff member is booked at a three hour minimum.

8. Payment Terms

Acceptable payment types include: cash, credit card, as well as corporate checks. All deposits are non-refundable.

9. Delivery

Delivery is available from 7am-5pm daily. The delivery charge will vary per order and depend on the distance being traveled. Deliveries prior to 7am and after 5pm, will incur an additional charge.

10. Photography

AOC/BBQ regularly takes photographs of events, food, beverages, displays and table settings. By signing a contract, you give permission to AOC/BBQ to copyright, use and publish photographs/videos for marketing and illustration purposes. AOC/BBQ also has the right to use any images/video from hired vendors at any event.

11. Leftover Food

Whenever possible AOC/BBQ proudly donates all of the leftover food from events to the Waukesha Food Pantry. For liability purposes the client may not keep leftover food.