



Catering FAQ's

When should orders for catering be placed?

All catering orders need to be received at least 24 hours prior to the needed time.

Some items from our bakery need 72 hours to be able to be completed. We laminate our bakery products two times a week and any laminated doughs (croissants type items) must be made on our lamination days. If we do not receive enough notice on certain items there is no guarantee that we can complete the requested order. Holidays and current orders on hand will affect the ability to guarantee orders, we request that a customer places their order as soon as they can to be able to ensure we can make it.

Can a customer change their order?

Yes, but we need at least 48 hours to increase or decrease the order depending on the items needed. Once paid and after 48 hours customers cannot reduce the amount of food ordered.

How does a customer place a catering order?

All orders must go through the catering manager or manager on duty to be accepted. It can be placed through email at catering@evergreenbreadlounge.com or phone at (303) 862-7993

What equipment do we supply?

We supply the following equipment: Plastic catering trays, catering chafers, serving equipment (tongs, spoons, spatulas), disposable metal chafers, chafers, warming gels and lighters, plastic cutlery, and napkins. **We do not provide plates.**

Do we deliver?

Yes, we deliver within a 12-mile radius from our business. We only deliver from 8:00am-6:30pm Tuesday-Sunday. The fee is \$105 flat rate which includes set-up for the event if wanted. We deliver 20 minutes prior to the event to ensure adequate set-up time. We must have access to water if warming chafers are needed. We do not clean up after events, all equipment delivered is disposable and must be removed by the customer.



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Can a customer order catering outside of our normal business hours?

Yes, a guest can order for pick-up only outside of our normal business hours. Our normal hours are 8:00am-6:00pm We charge \$45 per hour outside of our normal hours. I.E. if a guest wants to pick at 7:00am instead of 8:00am we charge \$45 in addition to all other costs for that pick-up time. We charge by the hour and do not offer discounted times, that means if a guest wants to pick up at 6:30am we charge for 2 hours.

Do we need require a deposit in advance?

No, we do not require a deposit. All invoices must be paid in full 48 hours prior to the event date.

Can you rent the venue out?

Yes, you can rent the venue Tuesday-Saturday from 8:00am-7:00pm. You can rent out the banquet room or full venue which includes our patio. Please see Evergreenbreadlounge.com/catering to updated pricing or call (303) 862-7993. Certain times and dates have variable costs. All rentals come with an extra 30 minutes to set-up for your event. We do not assist in setting up your décor for your event. The customer must remove all décor that was brought into the business for the event. **We do not allow any glitter due to our tables being wood and time needed to remove glitter from surfaces. If a guest brings in glitter, we will charge a \$100 cleaning fee.**

Do we charge any additional fees?

Yes, all orders that need catering equipment will have a catering fee.

\$10 catering fee for all orders under \$100

\$20 catering fee for all orders over \$100

We charge an 18% gratuity on all orders over \$75



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Is there a bulk discount?

Yes, any bakery items ordered by the dozen has a discounted price listed on our menu at evergreenbreadlounge.com/catering. There is still a catering fee that covers the needed catering equipment for the order.

If a guest pays cash, do they receive a discount?

Yes, we offer a 3% discount for all orders paid in cash. A guest can pay with a check for the discount 1 week prior to the event date. If paying with a check it must be received 1 week prior to ensure the payment method is valid and has cleared our banking system.

Do we offer tax exempt for catering?

Yes, any guest who have a valid tax exemption number are eligible for a tax-exempt order.

Do we offer Alcohol to-go catering?

Yes, we can offer alcohol within our catering orders. They pricing varies based on amount and type. Please reach out via email to better understand how we cater alcohol to-go.

Can a guest use loyalty breadcrumbs (our loyalty program) to pay for a catering?

Yes, a guest can use loyalty rewards to receive a discount, if they have a corresponding discount that can apply.

Do we offer service for off-site events for an additional cost?

Yes, we do offer culinary staff and service staff for events that can work at an off-site event. We charge based on the number of staff needed and the number of hours staff members will be on-sight. If we have staff at an event, we set-up, work the service, and clean up after the event has completed.