



# Kogi™ Catering FAQ

**Days of Operation:** Tuesday – Saturday **Closed:** Sundays, Mondays & Holidays

**Event Start times:** 12pm, 12:30pm, 1pm, 6pm, 6:30pm, 7pm or 10:30pm (we arrive 15-30 min. prior to set up)

**Does Kogi™ cater for weddings? other events?** Absolutely, Kogi™ enjoys bringing the Kogi™ truck experience to such special events! We also cater for Major production studios, Film Festivals, Birthdays, Meetings, Churches or any other Special Event.

**How much is Kogi™'s service charge? Should I pay an additional gratuity?** Service charges are typically 10%-20% for catered events. Our current service charge is 15%. Gratuity can be added at clients' own discretion. :-)

**Does Kogi require a minimum order? Can I pre-order a fixed amount of food & serve them in chaffing trays?** Yes, our minimum food orders start at ~\$1000+. Chef Roy "Papi" is adamant about Kogi's quality & does not recommend putting Kogi in chaffing trays.

**What is the travel fee for?** The travel fee makes it possible for us to provide (labor & utilities) service to your area. If the event is within 8 miles of our downtown location.

**Do I need to provide a permit for Kogi™ to cater my event?** If you are located in LA, you will not need to obtain a permit. Outside cities may require \$90-\$350+ in permit fees, unless we will be parking on private property. Please check your city for its requirements.

**The price quotes have gone up since the last time we talked, can you honor the old prices?** Unfortunately, unless a contract is signed, with the old prices, by both Kogi™ & the client we must adhere to our current prices.

**How far in advance should I book a Kogi™ event?** We cannot always guarantee open time slots, so the sooner you book the quicker you can secure the date. Please email a [completed Catering Request form](#) so we can draw up a contract for you. Events must be booked by Friday, 12noon, the week prior to the event.

**When is the total due?** The balance is due via Credit Card ~3 business days prior to your event, or by Cash on the day of your event (before doors open). Checks will only be accepted 10 DAYS PRIOR (to allow for clearance).

**I have filled out the Catering Request Form, does this mean I have booked the event? If not, how can I?** Unfortunately not, it is just a Request, in order to secure your event you would need to sign the Kogi™ Contract & pay the 50% deposit.

**Do you have an alternative to the Kogi™ Trucks & Kogi™ Catering? Can I do a pick up order from a truck?** Yes, Kogi™ is available at the Alibi Room M-Sat! For details [www.Kogi™bbq.com](http://www.Kogi™bbq.com). Although we highly recommend ordering & eating directly from a truck, as the food tastes best right off the grill, we try our best to approve most pick orders.

**Does Kogi provide trash cans, plates, utensils and napkins?** Yes! :D

**Is the Deposit refundable?** Kogi™ requires a 50% deposit to secure any event. If your event is cancelled:  
30 or more days prior to the event date, the full deposit will be refunded  
15-29 days prior to event,  $\frac{1}{2}$  of the deposit will be refunded  
4-14 days prior to event, the full deposit will be retained by Kogi™  
3 days or less prior to the event, the full amount of the event will be retained / owed to Kogi™

**Guaranteed Parking** Client must verify that we are allowed to park at the event location site. If, for any reason, Kogi™ is unable to park at the event, all monies for the event, in full, will be retained by Kogi™. Kogi™ trucks cannot drive up hills with a 30% grade or higher.

**TRUCK DIMENSIONS** (general dimensions: trucks vary, please see below for clearance needed):

length: 25' height: 14' (open top), 12.5' (closed top) width: 13  $\frac{1}{2}$ ' (side to side width, door panels open), 10' (closed)

**CLEARANCE**(approx.): length: 30 feet, height: 25 feet, width: 15 feet weight: 15k+

1. Private parking area or 2. Street parking (at least 200 feet from food establishments & 500 feet from schools)

**What form of payments do you accept?**

Kogi™ accepts cash, credit cards, cashiers & personal checks (checks must be received 10 business days prior to the event for clearance, payable to: [Kogi™ Group Corporation](#)). \$35 charge for any bounced / returned checks.

-Kogi™ Group Corporation 888.317.3669(fax)-