

Frequently asked questions

Q. What is included in the price?

A. All quality cutleries, crockery, serviettes, buffet serving tables and linen cloths for the buffet and staff on the night of the function.

Q. Is there any travel cost?

A. Any travel from Mt Maunganui incurs a \$3.00 per km travel cost ONE WAY.

Q. When do you arrive at the venue?

A. Generally ½ an hour to 1h or to 1h30m prior to serving the first course to ensure that the meat is cooked to perfection. Depending on menu and venue address.

Q. What do we need to supply for you?

A. A sheltered area, water and some form of power supply.

Q. Is a deposit required and how much is it?

A. A 20% deposit is required to confirm your booking and reserve the date and time for your function. If the deposit is not paid within a month of the date you receive your confirmation letter the date will be given to the next person that enquires on the date. Full and final payment is due 3 days prior to event.

Q. Do you have a minimum amount of people required for a booking?

A. Yes we have a minimum requirement of 40 people for bookings, unless it is the menus which require a minimum of 80 people.

Q. How much extra for meat or veg and salads?

A. \$10.00 per person for pork or chicken & \$12.50pp for Beef, lamb or Ham, \$3.50 per person for extra salad & \$4.00 per person for extra veg.

Q. Can we provide our own food?

A. Due to health regulations, we would need to discuss this with you prior to booking. In some cases seafood and traditional dishes may be permitted.

Q. Do you accept Visa or have eftpos?

A. No we are not a merchant and have no facilities for Visa.

Q. What do you need from me when I book a function?

A. Your name, address, telephone number, date of function, time of dining, approximately how many people will attend and venue address. Fill in the Customer and Function info forms.

Q. How can we get a hold of you via telephone or mail?

A. Phone (07) 5771908, free phone 0800 118833 or our address is Kiwi Spit Roast Co PO Box 11319 Papamoa Tauranga. As we drive around quite a lot email is best.

Q. What happens if we change the time of eating on the night?

A. If the eating time has been delayed there will be an added charge of \$60.00 every 15mins to cover wages of attending staff and kitchen hands waiting, there is no extra charge if dinner has been brought forward.

Q. How long does it take for the dinner procedure?

A. It depends on the amount of people and the menus chosen i.e. 75 - 100 people with mains and desserts takes approximately 2h, 40 - 75 people with mains and desserts between 1h and 1h30m. If you have mains only 40 - 75 between 30m to 45m, 80 - 100 people 45m to 1h. This also depends when you have speeches.

Q. What happens to the leftover food?

A. WE take all leftovers as it is against health regulations to leave leftovers.

Q. When is the best time to contact you for enquiries?

A. Email: info@kiwispitroast.co.nz If calling I May be busy attending the functions at hand or driving but you are welcome to leave a message any time.

Q. How do we get a taste of your food?

A. Get invited to a function with us as the caterer or our chef has worked as executive chef for Huka Village Lake Taupo, head chef at the Pointons and Gregories Steak n Ale in Taupo.

Q. We are having a wedding in our back yard can we speak to any of your previous clients that have had back yard weddings.

A. We have in the past given numbers out but only with the consent of the other party.

Q. What happens if we are late paying the bill?

A. This is a last resort action. We send the account to the local collection agency. There will be 10% added to the account every 2 months after event if not paid.