

In light of COVID-19, we are offering a range of safe service options designed to help you to host an event while minimalizing points of contact and maximizing your enjoyment.

We are offering flexible solutions, you can arrange [Food To Go](#) or we can **Cater** your event (subject to the Government guidelines that apply at the time of your event)

Our commitment to you:

- All menu items are prepared in our Public Health inspected commercial kitchens in St. Catharines from fresh, high-quality ingredients.
- Chefs are trained in safe food handling and adhere to strict industry protocols.
- Public Health guidelines are followed at each stage of our food preparation, packing and delivery.
- Regular sanitation of all areas including delivery containers, door handles, work surfaces.
- Gloves are worn by all of our service staff; regular hand washing and regular sanitizing systems are in place.
- Masks are worn by staff *(subject to applicable Government guidelines and availability).

FOOD SERVICE OPTIONS

I - PRE-ORDER WITH CONTACTLESS CURBSIDE COLLECTION OR DELIVERY

You can arrange your collection time, let us know when you arrive, and we will load up your trunk (5 days notice generally required)

- Menu items can be arranged as **Ready to Heat** or **Hot and Ready to Eat** (subject to availability)
- Menu labelling: detailed information on each dish including menu content and food intolerances will be emailed to you with your confirmation (GF, Lactose-free, Vegan, Vegetarian, Nut-Free).
- Payments: we will email you an invoice in advance, and you can pay by e-transfer or call us with a credit card to charge.
- Delivery: menu items can be delivered in Insulated Hold Boxes, keeping hot food hot and cold food cold, ready to serve.
- Hot Food Items: single use chafing dishes with instant heat solutions can be supplied to keep your hot foods warm during service.
- Tableware: we recommend single-use solutions for tableware, eco friendly, stylish Palm leaf (bamboo style) plates and cutlery or quality paper plates reduce handling and are biodegradable.
 - Small portions for groups of 10 - 40 may be presented in elegant single-use, biodegradable containers ready for you to set out.
 - Large Party portions for groups of over 40 - 2,000 are provided in stackable foil catering containers

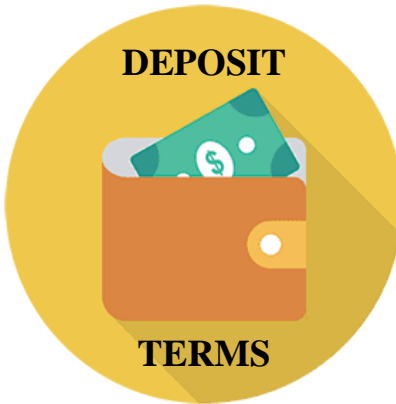


II – FULL-SERVICE CATERING

Once restrictions are lifted, we are able to offer flexible solutions to help minimize direct contact between staff and customers at your event.

Below are a few measures that we can implement:

- Your chosen menu is prepared fresh and set in chafing dishes with sneeze screens set at each dish, staff can serve at each dish, or single-use utensils can be provided.
- Sneeze screens shall protect carving stations, and single-use spoons for sauces shall be available.
- Hand sanitizer/Antibacterial wipes shall be provided.
- To minimize direct contact, we recommend single-use biodegradable Palm Leaf (Bamboo style) tableware or paper plates with individually wrapped disposable bamboo or corn starch cutlery.
- Family Style Service is not recommended at this time as it involves multiple handling of each dish by catering staff and customers alike.
- We are here to work with you and ensure that your event is enjoyable and you and your guests feel safe.



We understand the uncertainty and pressures on you planning an event at this time; therefore, if at any time up to 2 weeks prior to your event you need to change your arrangements or date, your **deposit will be held** over to a new date for **up to April 2022**.

You are free to change the details of your event, including menu items and numbers, and we remain committed to providing updated pricing reflecting your amendments in a timely and fair manner.

For new bookings, received after April 10th we have reduced the deposit amount due to secure a date to \$200.00 (for the next 3 months).

Sincerely,

Anne Dickson and Team



Please contact us by email or phone: catering@pigout.ca 905 650 0781