

MAMA'S FARMHOUSE CATERING: DINE IN, DELIVERY, OR PICK UP FAQs!

General Catering FAQs

Is your food home made? **Yes, always homemade with the freshest ingredients just like Mama made for her own family.**

How much notice is required in order to book thru catering? **Please keep in mind that Pigeon Forge is a busy tourist destination that caters to sports tournaments, events at the convention center, car shows, etc. In order to accommodate both dine in and take out for large groups, please book at least a week in advance. We cannot take bookings more than a year in advance.**

Are you able to book caterings that don't meet the required notice needed? **This depends on time of year and already booked events. Please don't rely on last minute bookings.**

Do you require a deposit to place an order? **Yes, we do require a 25% *non-refundable* deposit to secure the date/time/price.**

When is the remaining balance due? **The remaining balance is due in full 1 week before the event. This exact date will be on your contract.**

What is required to receive the tax exemption price? **We require a signed Tennessee tax exemption form or a 501 c 3 form. (There is a 1% City of Pigeon Forge tourism fee that is not tax exempt.)**

How do you accommodate gluten free guests? **We have a FAQ sheet available in advance that lists ingredients of all items. HOWEVER, Due to how much flour is used to make our homemade biscuits & fried chicken all day, we can't guarantee that there isn't cross contamination from all the flour in the air. All allergy guests are welcome to bring outside food to avoid any allergy/sensitivity issues.**

How do you accommodate guests with other allergies? **When you book thru catering please mention if you have a guest that has any allergies, and we will have someone reach out with a FAQ sheet to answer questions. All allergy guests are welcome to bring outside food to avoid any allergy/sensitivity issues.**

Specific FAQs for Dine In Groups

Is there a minimum requirement to book? **Yes, the minimum is 20 paying adults (11-up).**

Can you book if you have less than the minimum requirement? **Yes, but you would still be required to pay for 20 adults.**

Can we rent out the restaurant for private events? **No, we do not rent out the restaurant.**

Can we rent out “The Barn” area? **No, we do not rent out any of our rooms.**

Are we able to decorate the room prior to our dine in? **We do not allow outside decorations.**

Are we allowed to do a video/audio presentation?

In order to not disturb other guests, we do not allow video/audio presentations.

Is there a time limit on the group dine ins? **Yes, we allocate 90 minutes.**

Can we pay extra to have the time extended past the 90 minutes allocated?

Unfortunately no, as we have other guests waiting to use the space as well.

Can I make last minute changes to the final head count? **The final head count is due at the same time that the remaining balance is due so we can plan properly.**

What is included in the price? **The price includes the all you can eat meal served family style at the table, non-alcoholic drink, & tip. The price online does not include tax.**

Is this a buffet? **No, this is not a buffet. The food is served in bowls family style and brought to you at the table. Your server brings more of your favorites as needed.**

Do you offer alcoholic beverages? **Alcoholic beverages are not offered thru catering, however there are several alcoholic beverages that are offered for purchase at the restaurant. You will be able to order onsite and pay for these day of.**

Do you allow us to bring our own wedding cake/birthday cake? **We do allow our guests to bring their own cake for a nominal fee of \$1.11 per person that would be added onto the contract.**

Specific FAQs for Delivery or Pick Up

IF YOU WILL NOT BE SERVING THE FOOD WHEN YOU PICK UP OR WHEN WE DELIVER IT, PLEASE LET US KNOW AS IT WILL THEN BE COLD AND READY TO BE PROPERLY REFRIGERATED UNTIL YOU ARE READY TO REHEAT AND SERVE.

Do you offer full-service catering? **No, unfortunately we are not able to set up, staff or clean up any deliveries. We are only able to drop the food off when delivering to your location.**

Do you provide chafing pans & sternos to keep food hot? **No, we do not.**
(TIP - If you decide to get your own chafing dishes and use sternos underneath, you must put our disposable tin pan IN a suitable metal pan, as otherwise the flame from the sterno could burn a hole. Make sure to put water between our pan & the chafing pan.)

What size are the pans that the food comes in? **The pans used are 12x10in or 12x20in aluminum pans with lids. All the sides come in the 12x10in pans for each gallon of sides.**

Do you provide serving utensils? **Plastic tongs & large plastic spoons are provided to serve the food.**

Do you provide plates & plasticware (fork, spoon, & knife)? **You may add this on to your contract for a per person price. Our paper goods will include paper plate along with plasticware (fork, spoon, & knife) w/salt & pepper packet.**

How many chafing pans will I need to use? **One of our 12x20in aluminum pans will fit in a full size chafing pan. If you turn the 12x10in aluminum pans sideways then you can fit two of them in a full size chafing pan.**

Is there a fee for delivery? **Yes, the delivery fee is based on the day of the week along with the distance from the restaurant to the delivery address. There are certain price requirements depending on the distance as well.**

Weekdays: MON-THURS

WITHIN 10MILE RADIUS

\$250 MIN- \$1000 = \$50

Orders \$1001 - \$2000 = \$100

Orders \$2001 - \$3000 = \$150

10-20 MILE RADIUS

\$500 min- \$1000 = \$75

Orders \$1001 - \$2000 = \$150

Orders \$2001 - \$3000 = \$200

WEEKENDS:

WITHIN 10MILE RADIUS

\$250 MIN - \$1000 = \$75

Orders \$1001 - \$2000 = \$150

Orders \$2001 = \$3000 = \$200

10-20 MILE RADIUS

\$500 - \$1000 = \$100

Orders \$1001 - \$2000 = \$175

Orders \$2001 - \$3000 = \$225