

# The Cheesecakeery

Madisonville, Ohio

# Event Services FAQs

*All You Need to Know  
2022*

*What if I need more than 50 drinks served per hour?*

- A second barista is required at \$50/hour

*What if I need to change the serving time before The Cheesecakery comes to my event?*

- Call us immediately and let us know to see if we can accommodate this last-minute time change as we often have a tight booking schedule
- If we cannot accommodate this last-minute time change, we will still arrive at the originally designated time and serve your guests during that time

*What if The Cheesecakery is already at my event and my event is running late or behind schedule? Or, what if I just need The Cheesecakery to wait longer to start serving my guests?*

- Let our team member who is working at your event know to see if we can accommodate this last-minute change as we often have a tight booking schedule
- A \$150/hour additional service charge will be invoiced via email at the end of your event

*What if The Cheesecakery can not accommodate my last-minute changes and/or requests?*

- Refunds or credits will not be issued if any changes are made outside our established contract

# FAQ's Continued...

*What if my guests are really enjoying the event and I would like you to stay longer to keep serving them?*

- Let our team member who is working at your event know to see if we can accommodate this last-minute change as we often have a tight booking schedule
- If we can, then yes! We would love to stay and keep the fun going!
- A \$150/hour additional service charge will be invoiced via email at the end of your event

*How will The Cheesecakery make sure my event runs smoothly and professionally?*

- We will work closely with you in the pre-planning process to ensure we have every detail and request for the day of your event
- We have many years of event management and we have experienced every possible scenario and request, so we anticipate and plan for those accordingly
- We consistently educate and train our team members on all our products, services, and guest service