



How to Book & Booking Requirements

All You Need to Know
2022

How to Book

To start the booking process:

1. Complete a booking request on our website www.CincyCheesecakery.com under the "Food Truck" or "Catering" tab depending on which service you'd like
 - a. This is an initial information intake that we will work off of as we move through the planning process
 - b. It's normal not to have all your flavors and guest count numbers ready at this time, just fill out what you think
2. We will follow up within 48 hours to discuss all your details, answer all your questions, and see if your date is still available to book

If your date is available and you're ready to book:

1. We will email you our \$100 non-refundable "Save the Date" deposit and contract
 - a. This deposit goes toward the final balance due and secures your date
2. Please review and complete the deposit and contract as soon as possible (we book up quickly!)
3. You will receive an official "Save The Date" confirmation email. Once you receive this, you are officially booked with The Cheesecakery!
4. Final details will be discussed as we get closer to your date, but please email us if you have any questions during this waiting period
5. Three weeks from your event date (or sooner if booked in a shorter time frame), we will email you requesting the final event details (such as chosen flavors, quantities, services, guest count, etc.)
6. After we have your final event details, we will email you the final balance invoice
7. Once complete, we are all ready to go and will see you at your event!

Booking Requirements

- A completed \$100 non-refundable "Save The Date" deposit is required for all full-service events. Your event date is not secure until this deposit is paid
- A reviewed and signed contract is required for all full-service events
 - Please take special note of additional service fees or retained rental deposits that may be incurred if damages or changes at the event are made
 - These potential additional charges will be invoiced after your event via email
- 72-hour minimum advance booking notice required
 - 3-week booking notice is most appreciated. If 72-hour notice is given, date is not guaranteed to be available
 - We book months in advance and often block off dates as they fill up
- Indoor service:
 - We must have access to two 120v separate grounded outlets
 - Please note that sharing power with any other devices or equipment may lead to power outages at your event

Booking Requirements Continued...

- Outside service:
 - We can supply our own electricity via a generator
- Inside or outside Coffee Cart and Cheesecakery Bar:
 - We require 10x10 designated space and marked-off for our set-up
- Food truck:
 - We require 20x15 designated and marked-off space for operation
- Full-service events minimum requirement:
 - You must order at least \$750 worth of products for your guests ahead of time or agree to pay the difference at the end of the event after all your guests have been served
 - Rental deposits, service charges, and mileage fees do not count towards this minimum
 - Your save the date deposit does count toward your \$750 total
- All rentals must be returned clean and undamaged within their designated time frame or you risk deposit forfeiture
- Ensure your venue permits outside vendors to come onto their property and what requirements they need from us