

# Frequently Asked Questions: Fallon & Byrne Catering Services

## How can I place a catering order?

To place a catering order, please fill out the form below or contact our team directly at 01 472 1010 or email [office@fallonandbyrne.com](mailto:office@fallonandbyrne.com) & [ask@fallonandbyrne.com](mailto:ask@fallonandbyrne.com). Our team will assist you in creating your order and ensuring all your event needs are met.

## How far in advance should I book my catering event?

We recommend booking your event as early as possible to ensure availability. • Standard orders must be placed at least 48 hours in advance. • Late orders: The cut-off time for next-day catering orders is 12:00 PM (noon) the day before your event. • Please note that for next-day orders, not all menu options may be available due to preparation time constraints.

# Event Types and Delivery Services

## What types of events do you cater?

We cater to a wide range of events, including office lunches, family gatherings, corporate events, private dinners, product launches, and all types of celebrations.

## Do you offer delivery services for catering orders?

Yes, we offer catering delivery throughout **Dublin** from Monday to Saturday.

- Orders must be placed at least 48 hours in advance.
- Deliveries are made within a 1-hour window (e.g., if your scheduled time is 12:00 PM, your order may arrive anytime between 11:30 AM and 12:30 PM).
- We **do not** offer catering delivery outside of Dublin at this time.

# Order Pickup and Food Temperature

## **Can I pick up my catering order instead of having it delivered?**

Yes, you can pick up your catering order from our Exchequer Street store at an agreed time. Please let us know your preference when placing your order.

## **How is the food delivered? Is it hot or cold?**

For health and safety reasons, all catering food is delivered cold. We do not provide hot or warm food upon delivery. • Customers will need to heat the food themselves before serving. • Please keep this in mind, especially for office orders, as some office locations may not have heating equipment available.

# Portion Sizes and Dietary Accommodations

## What is the portion size for catering?

- Mains, sides, and salads: Portion sizes are designed for 8 to 10 people.
- Sandwich platters (Signature & Classic), Cheese & Charcuterie boards, Cold Buffet, Sliced Cake Platter, and Mini Dessert Canapés: Portioned for 6 people.

## Do you accommodate dietary restrictions and special requests?

Yes, we carefully consider and accommodate all dietary requests within the options of our menu, ensuring every guest has a memorable experience.

# Menu Customization Options

## Do you offer custom menu options?

Our catering menus have been thoughtfully designed, but we understand that every event is unique. While we do not offer completely custom dishes, we are quite flexible and happy to adapt or tweak items from our current menus to accommodate your needs. Please speak with our team about any specific requests, and we will do our best to assist.

## Can I customize my menu?

We are happy to work with you to adjust or adapt items from our existing menu to better suit your event's theme and dietary requirements. Let us know your preferences, and we will do our best to accommodate.

# Order Changes and Cancellation Policy

## Can I make changes to my order after placing it?

Changes to your order can be made up to 48 hours before the scheduled delivery or pickup. Please contact us as soon as possible if you need to modify your order.

## What is your cancellation policy?

Cancellations should be made at least 48 hours in advance of the event. Policies may vary depending on the nature and size of the event. Please contact our team for detailed information regarding cancellations.

# Payment Options and Contact Information

## What are your payment options?

- We accept credit/debit cards over the phone and bank transfers.
- Payment must be made in full before the event.
- Corporate accounts may be eligible for invoicing upon request.
- Please note: We do not have payment links available for catering orders at the moment.

## How can I contact you for further inquiries?

You can reach us by phone at 01 472 1010 or by email at [office@fallonandbyrne.com](mailto:office@fallonandbyrne.com) or [ask@fallonandbyrne.com](mailto:ask@fallonandbyrne.com).

Our team is available to assist you with any questions or to begin planning your event. For more information and to view our catering menus, please visit our [Catering & Cakes](#) page.

Please note that details such as menus, pricing, and policies are subject to change. It's advisable to contact us directly or visit our website for the most up-to-date information.