

# Hot Dog Cart Service General Information & FAQ

*We've helped organize thousands of events over 16 years & look forward to making new memories with you!*

## **What is included in the \$425 Base Package? \*(non-negotiable)**

- 50 Vienna Beef hot dogs, poppyseed buns, toppings: ketchup, mustard, sweet relish, diced onion, sport peppers, dill pickle spears, celery salt
- One Hour of on-site cooking
- Local delivery, time for cart setup & clean up
- napkins, food trays, waste removal
- Purchase more hot dogs, time or other menu items as you feel necessary for your event. Any items left at the end of service will be wrapped and left for you
- A travel fee may apply.
- Gratuity is **not** included - show your server some love!

## **How Do I reserve a hot dog cart with a server to come set up at my event?**

E-mail Marci as soon as you have a date and serving time in mind, it's never too early!

[HubbysDogHouse@gmail.com](mailto:HubbysDogHouse@gmail.com) . Due to the high volume of inquiries, EMAIL is our preferred method of contact for accuracy and reference.

A \$150 non-refundable payment toward the total will reserve your spot on the calendar. We will send an invoice with instructions for the deposit payment once we've reached a preliminary agreement.

The final menu and balance is not due until the week of the event. We prefer cash, check, Venmo or Zelle for final payment.

## **What should I expect when you get here?**

We will arrive approximately one hour before serving time to unload the van with the cart, cooler and necessary cooking supplies. The equipment takes approximately 30 minutes to get hot and ready for service. Once the umbrella goes up, we are ready to serve!

Please reserve a spot for our van to park while we are set up serving you.

## **How much should I order?**

Each event is unique in the appetites of its guests - is this the main meal or will there be other offerings? Is this for lunchtime or a late-night snack? Is the crowd elderly women or high school boys?

At the end of the day, I typically *suggest 1.5 items per person*, but it is completely up to you on how much you would like offered! We do wrap up any food that is not consumed during our serving timeframe.

## **Do you bring extras?**

We can bring 20 extra hot dogs as a backup plan day-of, by request only. If we need to open the extra 20 hot dogs, you will be charged \$70. We do not bring extras of any other menu item.

## **My event is being held in a public park/Forest Preserve. What do I need to know?**

An event permit is typically required in most cities/park districts. The customer (you) are responsible for obtaining proper permits and/or permission from your specific municipality. If we are told by law enforcement or park officials to vacate due to no permit, we must oblige.

## **My event is being held at my office/home/private venue. What do I need to know?**

Private property is no problem! We can supply a certificate of insurance, health inspection, business licensing, etc on request. Parking must be provided or reimbursed for the van during our time of service.

***High-Rise Unloading/ Delivery needs:***

The delivery van is a Ford Transit Connect, nice and compact. Street level unloads are preferred to Lower Wacker loading docks. Please provide detailed instructions for unloading/delivery procedures. Parking for the van during service must be provided or reimbursed.

***What size are the carts / how much space do you need?***

Our red carts can fit just about anywhere, inside or outside. The cart is 26" wide and can fit through just about any doorway. We typically need an area approximately 4' x 6' for setup. Stairs are extremely difficult, please have a ramp or elevator access available.

The outdoor only steel trailer cart is best suited for a driveway, front yard, or parking lot set up. Set up location must be on a flat surface and drive-up accessible (like a food truck!)

***Weather / Cancellation Policy***

We come rain or shine! If there is a rainy forecast, we will discuss options for either moving inside or setting up where there is cover. We can provide a canopy tent as a last-choice resort. Please note that our stainless steel trailer cart cannot go inside, but a well-ventilated garage or warehouse space works.

The deposit paid upon booking is non-refundable. Cancellations within 48 hours must be paid in full and can be used toward a future event within one calendar year.

***Do you come take payment/vend to people attending the event?***

No. We do not assume responsibility for the attendance and participation of your event, however we do love to collaborate on social media to help spread the word to gain more attendance for you! We suggest purchasing a catering package and selling tickets to attendees at a premium to recoup cost/fundraise.

***I want to serve the hot dogs myself and just need the cart - can I rent it for the day?***

No. Our full size carts are covered under insurance only if they are operated by our staff.

We do have a tabletop steamer cart that can be rented for a 24 hour period and includes 10 Vienna Beef hot dogs, 1 pack of 10 poppy seed buns, and the Chicago toppings on the side for \$150. This steamer is to be picked up from our location (208 S. Main St, Mt Prospect IL 60056) between 10am-3pm and returned the next day during the same timeframe. Limited availability, FCFS.

*Tray Catering is available for pickup any time! Inquire directly for your specific needs.*