

Frequently Asked Questions

I'm not finding exactly what I want on your menus. Do you offer anything else?

Absolutely! In fact, we encourage this question. It is nearly impossible to list all of the cuisines and styles we have experience with. These menus, while extensive, are meant to be a general guideline. If your event is theme dependant, if you have family recipes you would like for us to execute, or if you have special dietary needs, please do not hesitate to ask. We love to mix it up.

I want to provide my own alcohol for my event, may I do that?

If the facility at which you are having your event allows you to provide your own alcohol then that is your prerogative. However, if your event is at a Masterson's owned facility, state and local liquor license laws do not allow for you to provide your own alcohol.

If your event is at a facility that does allow you to provide your own, and, you would like to use Masterson's services (bartenders, liquor licensing, glassware, ice, bar fruit, non alcoholic basic mixers, bar equipment etc) then there will be fees associated with providing those service both for the bartending personnel and for the equipment and licensing.

Typically for a full bar (Beer, Wine, & Liquor) for a 4 hour event, these fees would be \$5.00 per guest + bartenders
Typically for a beer and wine bar only for a 4 hour event, these fees would be \$3.00 per guest + bartenders

You must deliver the product to the event location at a time coordinated by that location. Masterson's will not be responsible for faulty equipment provided by others (examples of problem equipment would be keg dispensing equipment or frozen drink machines). If you are providing specialty dispensing equipment then please have the vendor providing the equipment be onsite to train our personnel on proper use.

Do you include gratuity or should I add a gratuity?

We do not add a gratuity charge to your billing unless you request for us to do so. Your service labor fees or service charges are meant to cover the hourly wages, taxes and benefits of the service personnel required to work your event.

The service staff certainly appreciates any additional gratuities you may choose to add. Many of our clients often do but in no way are additional gratuities expected by the staff.

If you do choose to add a gratuity, any amount are greatly appreciated and keep in mind, this is not a restaurant style situation. Staff is paid well above minimum wages and do not expect an obligatory 20% gratuity as you might do in a restaurant situation. It is often best to take into account the # of personnel servicing your event and multiply that by a dollar amount you feel comfortable with.

Gratuities may be paid directly to the service captain managing your event or added to the billing or sent post event. If sent post event please be sure to include the name and date of the event.

Once gratuities are paid to the service personnel they may not be refunded.

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Louisville, KY
40208

502.636.2511

www.mastersons.com

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Do you require a deposit?

If your event will be taking place at Masterson's location then yes, a deposit is required in order to confirm the space. This deposit is non refundable. The reason that the deposit is non refundable is because once we confirm your event with a deposit, we no longer sell that space to potential buyers and should you cancel then we have potentially lost an opportunity to fill that space with another special event.

If your event is to be held at a location other than Masterson's then deposits may or may not be required depending on anticipated event demand on the date of your event and the anticipated pre event costs we may incur due to the style and nature of your event. A deposit may not be required at the time of booking but that is not to say that a deposit will not be required at some point prior to final payments. At any point in the planning process Masterson's may ask you for a deposit. In many cases, unlike if your event is held at Masterson's, if you should have to cancel your event then your deposit will be mostly if not all, refundable. Should we incur any substantial pre event costs such as multiple site visits, prop production, or equipment purchases specific to your event, prior to cancellation then you will be billed for those costs.

What are your final payment terms?

For all non corporate and non institutional clients the following terms apply....

- Full payment of the entire anticipated bill is expected 3 business days prior to the event.
- If payment will be made by personal check then full payment of the anticipated bill must be made 10 days prior to the event to insure the necessary funds are available in your account.
- Payment inside of 10 days must be made by cash, cashiers check, certified check or credit card.
- In some cases, final billing amounts may not be available until after the event. In these cases, a valid credit card must be on file with Masterson's to secure payment of these post event charges. One example of this would be bar billing that is based on consumption.
- Some corporate events may not be eligible for direct billing. This is especially true of corporate clients that we have not had previous business relationships with.

What decorations are included?

Typically no guest table centerpieces or buffet centerpieces are included in our catering fees. However, many of our proposals are custom and may include centerpieces, props or miscellaneous event displays. Your proposal or quote will make note of all inclusions.

Who can we use for entertainment if the event is at your facility?

Anyone and anything that is legal. We do need for you to inform us who you will be using though and provide us a contact #.

Do you have specific recommendations for entertainment, florists, décor companies, etc?

We do have a list of local and regional vendors for these services and many other event services. The vendors on this list are all ones which we have previous experience with however we will not guarantee the quality of their work. This list can be provided to you as a convenience. Louisville is rich with professional event services and we will in no way insist that you use any one in particular. **We do not, nor have we ever accepted or paid commission payments to any vendor in exchange for positive recommendations or referrals.**

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Do your rooms at Masterson's have wireless access?

Yes, and it is free. You are required to give us 3 days notice if you will require it though so that we may test our equipment.

Do you allow wedding ceremonies at your facility?

Yes if the ceremony will be followed by a reception at our facility. If the ceremony requires additional event rooms separate from your reception room then the fee for use of that space (2 hours) is half of the normal food and beverage minimum required for that room. No matter what, we cannot guarantee rehearsal time prior to the event date more than one week prior to the event.

Do you have tents, rental tables, rental chairs, rental dance floors etc.?

No we do not but we do in most cases handle all of those arrangements for you. We use reputable local rental companies for those services. We do charge a 5% service charge for coordination and billing of rental equipment.

What time will you set up?

Every event has different requirements. In most cases, if your event is a full service event and it is being held at our third street location, we will begin setup 2 hours prior to the scheduled guest arrival. In most cases, if your event is full service and is being held off our premises, we will begin setup roughly 3 hours prior to the event. If for whatever reason you require an early setup time you need to inform your event coordinator prior to the quote or proposal process. There will be additional fees for early setup arrangements and sometimes early setup may not be available.

Do I need to sign a contract?

You do need to sign our initial "Event Confirmation" and our "Policies" pages and return the signed copies to your event coordinator. Your event confirmation is to show you what information we have down for the event and should be used as a document for you and your event coordinator to reference in the planning process. Events are a work in process from initial contact up to the event date and many revisions may be made to your Event Confirmation. The purpose of the Event Confirmation is again, to show you the information we plan to execute so please pay particular attention to dates, times, and menus to insure that there were no communication errors between you and your coordinator. Signing the policies page acknowledges that you are clear on and agree to our various event policies.

In some cases, event confirmations may not be required to be signed and returned. In most cases verbal and electronic orders are considered binding. If you have to cancel an order that you placed please do so verbally with your event coordinator or via confirmed email.

Continued...

What are Site Chef Fees?

On site chefs fees apply to all plated dinner functions held at locations other than our Third Street Location as well as events requiring onsite menu preparation or assembly that typical service staff does not have either the required skills or time to perform given their standard service duties on an off premise event. These fees also apply to display cooking stations (pasta, carving, sauté, etc.

My event is not in Jefferson County. Is pricing the same?

Masterson's caters to all areas of the state as well as Indianapolis, Cincinnati, and all points between. Certain minimums will apply and will have to be assessed on an individual event basis. There are additional costs involved with catering at a great distance from our home county. However, no local caterer is better equipped and more experienced with catering at great distances from their primary production kitchens.