

# INDAY

## Catering - FAQ

**Q: I'd like to order catering. How do I get started?**

A: Great! You can place your order on our website, under the "Catering" tab. Select "Order Catering" to begin. Once you enter your address, you'll select your menu and create an account by linking an email address and credit card. This account can be used to edit existing orders, view order history, and place new orders.

**Q: What are your prices?**

A: Our prices range between \$13-16/person depending on your options. Catering orders are subject to a 5% administration fee.

**Q: How early can we submit our order?**

A: We require a 24-hour notice for all orders. For large orders (50+ people), we request that you submit at least 2-3 days in advance. For last minute requests, please email - [eat@indaynyc.com](mailto:eat@indaynyc.com).

**Q: Is there an order minimum?**

A: \$150.

**Q: Can you modify a recipe to accommodate allergies or preferences?**

A: We can't modify recipes, but happy to provide allergy information upon request. Our entire menu is gluten free, almost entirely nut free (there are cashews in the Turkey Meatballs), and vegan friendly. Our proteins and grains are 100% organic.

**Q: How much food should I order for 20 people?**

A: We offer 2 chef-designed packages for groups of 20-60. For smaller groups or a la carte items, each tray will feed 7 hungry – 10 light eaters.

**Q: The package I selected comes with an item I do not want. May I swap for another item?**

A: Of course! Please make your request using the "Customer Notes" section of the order page. An additional charge may apply with some items.

**Q: What are your delivery zones?**

A: We deliver south of 110 St. in Manhattan. For requests outside of our delivery zone, please contact us at [eat@indaynyc.com](mailto:eat@indaynyc.com).

**Q: Which beverages do you offer?**

A: House made Arnold Karma and Lemon Aid, Saratoga spring/sparkling water.

**Q: Do you offer dessert?**

A: Yes! Our Avo Cocoa is made with creamy avocado, dark chocolate, and silky coconut milk.

**Q: What does my order come with?**

A: We provide you with bowls, eating + serving utensils, napkins, and detailed labels with dietary indicators. We happily support sustainability, so please let us know if you don't need them when completing your order!

**Q: Which kind of trays do you use?**

A: Our catering trays and eating utensils are 100% compostable. Aluminum trays can be available upon request.

**Q: Can we request a tasting before we order?**

A: Sure! Our complimentary tastings are designed for up to 10 people and will include individually portioned samples of our catering menu. Please know that this is not a full size catering order, but an opportunity to taste our flavors and meet our catering team. Please contact [eat@indaynyc.com](mailto:eat@indaynyc.com) for scheduling details.

**Q: We are a tax-exempt company. May we still order?**

A: Of course! Please provide your tax exemption documents when prompted at the checkout page.

**Q: When will I be charged for my order?**

A: When you submit your order, a hold will be placed on the card. Payments will be authorized on the day of delivery.

**Q: Can I cancel my order?**

A: Sure. 24 hour cancellation notice is required for all orders. Same day cancellations will require 50% charge.

**Q: Which payment options to you accept?**

A: We accept all major credit cards. We do not accept cash or check.

**Q: We love INDAY so much! Can we schedule recurring lunch orders with you?**

A: Absolutely! We have exciting deals and offers for recurring and reoccurring orders! To set your schedule, menu, and set up ACH payments, email [eat@indaynyc.com](mailto:eat@indaynyc.com).

