

Salerno's Frequently Asked Questions

Have More Questions? Call Us At 410-795-8710

How far in advance do I need to book my party?

*Certain times of the year, our calendar fills up quickly. It is best to book your party/event, as far ahead as possible. We have the ability to do a certain number of off-premise, on-premise & deliveries each day. Once we have confirmed parties booked, there may be dates that we must black out. Salerno's only does this in the event that a date is considered full. We will not book more than we are capable of providing our best service for. We do ask that most parties/events, be booked at least 2 weeks prior to the scheduled date.

**Salerno's does of course take into consideration, that some events such as funerals, can not be planned and will of course work with you on short notice.*

How do I reserve the date and time for my party?

*After you speak to one of our catering sales staff, you will be sent a proposed contract. The party is considered confirmed once we receive a signed contract & deposit. A \$250-\$500 deposit can be made to hold a date. Once a menu is selected, we request an additional payment of 25% of the estimated total due be submitted. The party is subject to be cancelled if we have not received a signed contract & deposit 2 weeks before the scheduled date.

What are the payment policies?

*Final guest count is requested 2 weeks prior to the date of the event. Final payment is due in 1 week prior to the date of the event.

What happens if I need to cancel my party?

*Salerno's understands that there are some circumstances that a party needs to be cancelled or rescheduled.

A full refund will be given if the party/event is cancelled at least 60 days prior to the scheduled date. Any deposit made, will be considered non-refundable if party/event is cancelled less than 60 days prior to scheduled date. If our schedule allows, an event may be rescheduled with out penalty.

Does Salerno's rent tables, chairs, tent, and other items?

*Rentals of various items are available directly through Salerno's. We have round tables, 6 ft. tables, 8ft. tables, chairs, tents in different sizes, linens, party games, moonbounce, dunk tank, sno-cone machine, and more. All rentals are subject to availability. Please contact a catering sales staff member, to ask about rental availability & pricing.

*All rentals are subject to a delivery and/or set up fee, that is determined by amount being delivered and distance to travel. Some rental items will be delivered/set-up, up to 72 hrs. before the party/event, and will usually be picked up the following business day. Arrangements and scheduling will be made 2-3 weeks before delivery/setup.

When would the staff arrive at the party?

For Deliveries-The scheduled delivery time, is generally 30-45 minutes prior to the start of the party/event. Each client can specify the time of delivery, and we will let you know when to expect the delivery.

For Off-Site – Time of arrival will depend on the size of the event, and the menu chosen. Our staff could arrive up to 2-2 1/2 hours before the scheduled time of the event. They will arrive to set up the serving tables, cook stations, and cook food, so that everything is ready for the start of your party/event.

What is Salerno's policy on left-overs?

*Any items that are on the food buffet at the end of the party/event, are yours to keep. You may see that there is more food in the truck, but that is brought by Salerno's in the event that there are more guests than contracted, or for another party/deliver scheduled on that truck.

What do I need to provide for Salerno's at my party/event?

*Salerno's comes prepared with tables to serve the food on, tent(s) to cover the food buffet & cooking station if needed, and all service ware. Depending on the location and menu chosen, we may need to be provided with an electrical outlet and/or water source if possible.

Is there a minimum number of guests required for Salerno's to cater my event?

*Salerno's will cater an event for any number of guests. However, our menu pricing is based on 50 guests attending. If your guest list is less than 50, there will be a service charge added, this charge is based on the number of guests and menu selected.

What are my options for having Salerno's cater my event?

*Off-premise-at the location you choose. Salerno's will come to the location and cook and serve for 4 hours.

*On-premise- currently Salerno's is booking for our halls in Eldersburg & Hampstead

*Delivery—Salerno's will bring the order to you and assist you is setting up.

*Pick-Up—Orders can be picked up in the Salerno's Carry-out.

What are the charges for these options?

*Off-premise—Charges begin at \$125, and are based on size of party, location, time and length of party and menu chosen.

*On-premise- Room rental is included in the price of our full service catering menu. Rental charges may be charged if other menus are selected. Price will be based on date, time, number of guests, and menu chosen.

*Delivery—\$25-\$75 delivery charge will be applied. Charges are based on distance, and size of the order

*Pick-up—No additional charge.