

Thank you very much for your interest in LuGia's on wheels. Below is all the information about how everything works. We hope we can be a part of your special day!

**2024 Details Include:**

<u>Party Size</u>	<u>Chage for minimum of</u>	<u>Setup Fee</u>	<u>Price Per Serving</u>
25-50	25 servings	\$128.87	\$5.00
51-100	See below	\$128.87	\$5.00
101-300	See below	\$128.87	\$4.69
301-500	See below	\$128.87	\$4.07
500+	See below	\$128.87	\$3.71

- 3% Cash discount on all prices except \$100 deposit (\$100 deposit for any form of payment). We accept Credit Card, Cash and NON-personal check for business, schools, church...events.
- For a party size of 25-50 you will be charged for the number of servings served, minimum of 25. If your party size is greater than 50 you will be charged for the number of servings served, minimum of 20 less than the number of servings you provide. (Example, if you say 120 and we serve 80 you will be charged for 100 servings.) **\*The truck is staffed and loaded with products based on the approximate number you provide to us** (We will email you a confirmation one or two weeks before your event. At that time, you can give us your final servings number and it must be given the **Thursday morning the week before your event. Any changes after that cannot be accommodated.**) Adults and children are the same price.
- Price example: If we serve 25 servings (with no extra time fee)  
 $25 \times \$5.00 = \$125.00$  X 8% tax (\$10.00) + 128.87 setup fee = \$263.87
- Our ice cream trucks can be booked year around, 24 hours a day.
- Serving time depends on the amount of people at your event. For an event of 25-35 servings, we are there for 30 minutes. An event of more than 35 servings we will stay for up to one hour. We can serve up to **150-200** in one hour. If you need us there for longer, we are happy to stay, but you will be charged \$77.32 for each additional hour. If you want more than one hour, you must book it ahead of time and the end time needs to be added to the contract.
- For **weddings only**: We will charge you for the number of confirmed guests when we get your final count a week before your wedding. If we serve more than the confirmed number of guests, you will be charged for the additional people served.
- These prices are for the Rochester area branch. An event that is located more than 30min from our store, there will be at least a \$77.32/ half hour travel fee based on our google map search.
- Multiple locations – from one location to the next on the same day/truck. There would be a \$128.87 setup fee for the 1<sup>st</sup> location and \$77.32 setup fee for each location after that. The price per person will be based on each location and the minimums noted above.
- Multiple shifts within a 24hr workday. There would be a \$128.87 setup fee for the 1<sup>st</sup> shift and \$77.32 setup fee for each additional shift. The price per person will be based on each shift and minimums noted above.
- Some public locations require a permit for you to have our truck at your event. Please inquire if a permit is needed and if they require a fee. Any additional cost incurred; you are responsible for.
- Our staff will keep track of the number of people that get ice cream.
- You can choose up to five flavors of hard ice cream, the sixth flavor will be Vanilla. You can choose up to six different toppings, whipped cream and cherry are included as a topping option, so you get 8 toppings total. Your guests can choose one flavor of ice cream served in a dish. They can have as many toppings as they would like, or they can have a sundae. (There will be a page in the contract for you to choose your flavors and toppings)
- We bring dishes, napkins, and spoons. We supply everything (except garbage cans) so you do not have to do a thing!
- A serving size is a healthy scoop of one flavor of ice cream. Your guests cannot get two

flavors or two scoops of ice cream. If they would like to come back for seconds they can, but you will get charged for another serving. If you want to limit them to one serving then you can provide tickets, that way they must have one to get an ice cream. There is a spot on the contract to mark if you choose to do so, you are responsible for providing the tickets.

- We are not responsible for people coming up to get ice cream who are not part of your event. We would recommend the ticket idea above if you are concerned. **We do not sell ice cream out of the truck to individuals during booked events.**
- Please be sure wherever you have the truck park that we are not blocked in. If we are not able to leave your event on time you will be charged \$77.32 or more for the additional time we are there.
- When our truck arrives at your event, we need the contact person to come out and meet the driver. We require minimal set up. Our truck arrives approximately **5-15** minutes before your scheduled serve time.
- We do everything we can to ensure a timely arrival of our trucks, however trucks may run late due to weather, traffic, inadequate directions, or other unforeseen circumstances beyond our control. If you have specific driving/parking instructions that GPS may not detect please include them in the “other details” section on the contract.
- A \$100 **deposit** is needed to hold your date/time. The deposit is deducted from your total invoice. The deposit can be paid by cash, business check (no personal checks) or credit card (\$100 any form of payment)
- Cancellation Policy: If you need to cancel your event you must give us at least a 14-day notice. Anything less than that and your deposit is nonrefundable.
- Date change policy: If you need to change the date of your event you must give us at least a 14-day notice. Anything less than that and you will be charged a rescheduling fee of \$41.24.
- Time change policy: \*Choose your start serve time wisely, our trucks are very busy, and it is hard for us to make time changes because we book events back-to-back. If you need to change your time, we need at least a 14-day notice and even then, we may not be able to accommodate unless that time is available. Anything less than a 14-day notice and you will be charged a time change fee of \$41.24.
- Short notice events: If you book an event with-in 10 days, there is a \$25.78 short notice fee.
- Rain policy: We come rain or shine. If you cancel due to rain your deposit will not be refunded.
- Gratuity for a job well done is appreciated.
- 3% Cash discount on all prices except \$100 deposit (\$100 deposit for any form of payment). We accept Credit Card, Cash and Non-personal check for business, schools, church...events.
- If you decide you would like to book an event, please email us with the following information:

- **Business/Corp./Church/Hospital/School name; if paying for event:**

- **your first & last name:**

- **your phone number:**

- **date of event:**

- **time you would like us to start serving:** (add end time if more than one hour is needed-\*see fee for extra time listed above)

- **event type:** (wedding, picnic, birthday, graduation, appreciation...)

- **approximate number of servings:** (please see 1<sup>st</sup> bullet at the beginning of contract)

- **event location full address:** (if Rochester address please include town if applicable)

Once we have all the information listed above, we will email you a contract to complete and return with your deposit to hold the date/time. If you have any questions, please feel free to contact us at [info@lugias.com](mailto:info@lugias.com). We look forward to hearing from you!