

ben & jerry's • peace, love, & ice cream • ben & jerry's • peace, love, & ice cream • ben & jerry's

Frequently Asked Questions (FAQ's):

Need us to show up in Tie Dye? Want us to be a little more formal? Our staff have uniforms that they wear specifically for each event. We have tie-dye, formal and a variety of other fun uniforms.

Want a Scoop Truck? How about the Cowmobile? We even have a dancing cow (ok it's a staff member in a cow costume) - additional costs may apply.

We provide our own insurance, food handler permits, and health permits for each event.

You will be provided with an estimate of the expected costs for our services based upon the number of servings. This estimate will be provided once we receive information regarding the number of guests, type of party, location, time, date, etc. This estimate will include the exact cost for the estimated number of servings, Event Management, Insurance, Transportation (EMIT), Washington State sales tax, suggested gratuity and any other fees associated with your event.

We utilize catering contracts for our professional services to insure complete assurance that all commitments will be carried out to your satisfaction.

There is a 50% deposit on all events, unless prior arrangements have been made with our catering coordinator.

We will contact you to verify the exact number of guests for which you wish to guarantee services for no later than five working days before the event. In the event a guarantee service number is not received, the original estimated attendance count will be prepared and charged.

Washington State sales tax is NOT included in the price(s) listed on this web site and will be added to your invoiced total. We will provide an estimate of the total taxes due on your catering estimate. If your organization is tax exempt, we must receive documentation reflecting the exemption status not later than five working days before the event. If we don't receive this documentation, you must pay all taxes associated with the event.

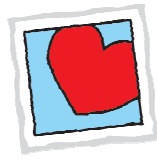
There is a minimum charge for catering parties. Our minimum number of servings for catering and special events is based upon 25 servings.

Additional travel charges may apply if out of our service area -- Greater Puget Sound (King, Snohomish and Pierce Counties). Please contact us for more information.

We will provide a menu board which displays the featured flavors for your guests.

All of our Ice Cream is Fair Trade Certified.

All of our products are served in an environmentally friendly manner. We use biodegradable cups, spoons, and napkins. All products used are disposed of properly.



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24 hours notice is usually required. Please contact us for more information. If you are desperate for an ice cream fix for you and your friends --give us a call. We're professionals at this ice cream catering thing and you might be surprised how easy it is to call in a precision ice cream strike!

Our Ben & Jerry's branded catering (cowmobile and scoop trucks) vehicles may be requested based upon availability. Please refer to our photos and equipment pages to see pictures of our vehicles and equipment. There may be an additional cost for these vehicles.

If you need artwork or invitations for your event, please let us know and we will provide it electronically.

We provide all napkins, spoons, cups, cones, etc. in order to serve at your event. We typically don't need anything in order to serve ice cream to your guests. Some situations require that we utilize what's available on site. Please let us know if there will be anything that will make serving difficult i.e steep hills, reptiles, serving on a boat, surly employees, etc.

We do work with other caterers and event planners. We've always wanted to scoop ice cream for Russell Wilson too! So if anyone wants to get some free ice cream...

We normally bring a few extra ice cream scoops (to scoop the ice cream) that are "nut/dairy free" in order to accommodate persons with nut, dairy, wheat allergies. Please let your scooper know if you have any allergy concerns. We recommend against serving any ice cream with nuts due to people having nut allergies and the risk of cross contamination and liability. We will be happy to discuss what flavors contain nuts or were manufactured on equipment that may have been used to produce a flavor with nuts.

All of our ice cream products are certified Kosher. We will be 100% GMO free in 2014

We have dietary information available for all of our products which we bring with us.

We also suggest that you request small portions of pre-packaged items for persons with nut, wheat and/or dairy allergies. We strongly suggest having a No Sugar Added (NSA) ice cream available for persons who can't have sugar i.e. diabetics.

We take care of our own garbage (unless otherwise arranged) and remove our waste/refuse after the event.

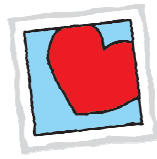
We do not leave unused ice cream after an event.

Set up time is not included in your service time (it's FREE). We normally arrive 30-45 minutes early to set up and then serve for the specified serving time or until your guests have been served. Service time can be increased for \$100 per hour. Additional staff are also available at \$50 per hour.

We typically use dry ice to keep our ice cream at cold serving temperature in our carts and coolers. We also have a generator to keep the freezers in our cowmobile running if power is not available. Some cities (Seattle) may require a generator permit which we will get if necessary.

A 4oz. serving is approximately one large scoop of ice cream or two smaller scoops.

Hula Girl Ice Cream & Desserts, LLC • 7900 E. Greenlake Dr. N., Suite 104, Seattle, WA 98103
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An independently owned and authorized operator of Ben & Jerry's®



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Ice Cream comes in a sugar or cake cone or a logo Ben & Jerry's cup. Cake cones are available at no extra charge. Upgrade to Waffle cones for \$1 per waffle cone. Sundaes are served in our Ben & Jerry's logo cup. Smoothies are served in our 12 ounce logo cup.

We do not do "All You Can Eat" events unless all of the ice cream is pre-purchased for your event. For planning purposes each bulk flavor tub contains 2.4 gallons of ice cream and will provide approximately 50-55 servings. We typically bring a minimum of 4 bulk flavor tubs to each event.

In order to estimate the number of servings you think you'll need at your event - think about your audience. Typically, 100% of children will eat ice cream and about 75% of adults will eat ice cream. Please contact us for help in estimating the number of servings at your event.

Ben & Jerry's ice cream always draws a crowd. If we are in a public area, this can cause problems. We don't always know who the invited guests are versus who's just walking up trying to get "free" ice cream. Please provide assistance if you plan to serve in a public area. Tickets work well for these situations.

We provide our services based upon servings. We need to know what YOUR policy on serving seconds, extra scoops, portions to go, "guests"/party crashers and special requests are before we start. Otherwise, we will do what the customer (your guest) asks and this may impact your invoice. We can provide a sign at the serving area which states your serving policy -- this works exceptionally well for these situations. Tickets work well for these situations too.

We typically bring enough ice cream to serve an additional 25-30 percent of the number of servings requested. We will be happy to help you estimate the number of servings for your event.

Want us to bring Pizza or Hot Dogs? We don't do that, but we can refer you to some very good food trucks and vendors.

If you have ANY questions about our services, please contact us:

Catering Hotline: 1-877-333-4799

e-mail: catering@wabenjerry.com