



Frequently Asked Questions



Thank you for your interest in our catering products! Here are some points for clarification and ease of ordering.

What is the best way to contact you to place an order?

Our catering order form is available online at thebaostl.com. We are available by phone at (314) 899-9089 Monday through Saturday from 11:00 am - 9:00 pm, and through our email: manager@thebaostl.com.

When you are ready to place an order, please send it via email. We try to respond to catering orders as soon as possible within the business day. A credit card is required to confirm every order. **Important:** If you have not yet received a confirmation email, your order has not been officially placed.

What can I expect when I order from The BAO?

Our food is prepared to order, and is primarily intended to serve warm, or at room temperature - the sooner the food is served, the better. Whether you are trying to figure out how much to order for an open house, birthday party, reception, or business meeting, we strive to be attentive to your needs.

Please note that we are not a catering company, and do not regularly provide staff and rental equipment without additional fees.

All food is plated and ready to be served in plastic or aluminum trays, or plastic soup cups. These platters are usually disposable, or yours to keep. Due to space, time, and handling constraints, we are only able to use our own packaging materials.

How much notice do I need to give for a catering order?

We require at least three days notice for all pick-up orders. In the case of a sudden event (i.e., a memorial), we do our best to respond and prepare as quickly as possible.

What is your delivery policy?

Delivery orders require at least one week notice, along with a \$100 holding deposit.

Our delivery windows go in intervals of 30 minutes - the earliest starting at 8:30 am and latest ending at 6:00 pm. We recommend your delivery window ending at least 20 minutes before your guests arrive if we are only dropping off the food for you to set up.

We are also able to help with set-up for larger events and parties. Charges start at \$25, and can vary onwards depending on time, distance, supplies, order size, or access challenges. We also require at least one hour before the event for set-up.

Can I change my order once it has been placed?

We require three-days notice before the event of any cancellations. Orders cancelled less than two days will be charged 50% of the total invoice, and orders cancelled less than one full day will be charged 80% of the total. Orders cancelled day-of will still be charged 100% of the invoice total. These charges cover unused food, labor, and supplies that we have declined for your accommodations.

Do you do tastings?

Yes! With advance notice, we can arrange a tasting for you before making final decisions on orders.

Is gratuity automatically added to my order?

Yes - 20% gratuity is automatically applied to all orders.

Customer _____ Date _____

The BAO _____ Date _____