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CHOCOLATE FOUNTAIN FAQ's

Q.What is a chocolate fountain?

A.A chocolate fountain is a free standing food grade stainless steel machine which delivers a flow of delicious molten chocolate just right for dipping a variety of foods.

Q.What type of chocolate is used?

A.We only use the finest Belgian chocolate in order to achieve a smooth flow & glossy sheen to the chocolate fountain, we use the chocolate only once.

Q: What are the most popular chocolate flavours used & can I use something other than chocolate in the Fountain?

A: Milk, Dark then White, but you can also choose from our extensive list of caramel, capaccino, strawberry, orange & lemon & lime.

For that extra special touch we can also arrange to flavour your chocolate with a range on liquers such as Baileys, Amoretto, Rum, Brandy, Kirsch or Limoncello!

Or if its fruit your prefer we also have a range of fruit coulis we can use with fruit or biscuit dips.

& that's not all....our fountains are not just restricted to the use of chocolate. We can also run them on a savoury basis for example, what about a cheese, barbecue or sweet chilli sauce with cooked cubes of pork, breaded king prawns, beef or chicken, even raw or cooked vegetables?

Q.What type of dips can be used?

A.We provide a list of the most popular dipping items to help you choose the type of dips you would like for your event. If for any reason you have something else in mind, that we have not suggested, then please do not hesitate to ask and we will do our utmost to assist you as much as we possibly can.

Q.Can I provide my own dipping foods?

A.Yes, you can provide all your own foods if you require. Please enquire about our standard Packages.

Q.How long can a fountain be hired for?

A.The standard running time of a fountain is 2.5-3 hours of operation, we are unable to run the fountains for a period longer than 3 hours due to hygiene regulations.

Q. How long will it take to set up the Chocolate Fountain?

A. The Chocolate Fountain usually takes up to 1hr to set up depending on the package ordered and weather or not we are supplying the dipping foods.

Q: What do I need to provide?

A: The fountain and display require a sturdy level table with a 13amp 240v local power point. We will also need to be shielded from any draughts or heaters, which may effect the smooth running of the fountain. Also parking & close access to the venue needs to be arranged or paid for by you.

In order to achieve the stunning visual display which will set of the fountain & illuminated display base we will provide a black table cloth & napkins for you & your guests, if you prefer to have a colour other than black we will provide you with napkins in the colour of your choice but would ask you to provide your own cloth.

Q.What size fountains do you have & is the price calculated by its size?

A. We currently have three different sized fountains to offer as well as a range of small table top fountains which can be used for childrens' parties, dinners parties, stag or hen nights & are also available to purchase from us at a cost of £35.00+VAT & delivery.

- 1. Our two tier plus top crown tier (3 tiers in total)fountain measures 25" & covers functions of up to 100 guests.
This comes with our illuminated perspex base surround with white lights.*
- 2. Our three tier plus top crown tier (4 tiers in total)fountain measures 36" & covers functions of up to 250 guests.
This comes with our illuminated perspex base surround with pink & blue lights.*
- 3. Our four tier plus top crown tier (5 tiers in total, the largest on the market)fountain measures 47" & covers functions of up to 550-600 guests.
This comes with our illuminated perspex base surround with pink & blue lights.*

Generally for a function of 100-195 guests we will use either the 3 tiered or the 4 tiered fountains, this will depend on a first come first serve basis. On booking your fountain it is always a good idea to ask which fountains are still available for the date you are asking about, it has been known in the past for us to use the large fountains for groups of 100 due to there being no smaller fountains left on the required dates. It is also important to note that the size of the fountain will not effect the price, this is based only on the number of people & package being catered for.

Q: Why use C & S Catering Chocolate Fountains for your event?

A: We at C & S Catering pride ourselves on our professionalism. Our uniformed, fully trained operators have completed basic food hygiene courses and will attend to all aspects of the chocolate fountain, leaving you free to concentrate on your event.

Q: How far in advance do I need to book?

A: As soon as you have made a decision, don't leave it to the last minute as you could be disappointed.

Q: How do I book?

A: Call or email us, we will be able to confirm your required dates & times with you and send you out a booking form.

Q: Do I have to pay any deposits?

A: Yes a small £50.00 non-refundable deposit is required to secure your booking.

Q: Do you except credit cards or debit cards?

*A: We accept payment by debit/credit card, cheque or cash. Please contact us to make a card payment We do not accept American Express or JCB cards & all other credit card payments will be subject to a 2.5% administration fee
Please make any cheques out to: C & S Catering*

Q: What areas do you cover?

A: We will travel anywhere in the UK dependant on order value and duration.

Q. Will I have to pay a delivery charge?

A. If your venue is located within the Norfolk area then no, however If your venue is outside of the Norfolk area then we will have to add a delivery charge of £35.00 which will be applied at the time of booking.

Q.Can the fountain be used outside?

A.It is advisable that the fountain is used at an enclosed function due to insects being attracted to the sweet aroma of the chocolate and for maintaining a regular temperature of the chocolate.

Q. Do you have public liability insurance and Food Hygiene Certification?

A. Yes, we have Full liability insurance cover and Food Hygiene Certification is required by all our employees.