

FREQUENTLY ASKED QUESTIONS

THE FOOD

Q: Can I substitute any items in the complete meals?

A: No. The complete meals are sold as is, so that they can be priced at an incredible value. Our menu is built with a variety of a la cart centers and sides so that you can create your own custom meal or add to a complete meal.

Q: Can I customize or substitute ingredients on items in the holiday menu?

A: No. All items are chef-inspired and crafted with the best tasting, cleanest ingredients on the planet. We have built in options to accommodate all dietary styles. This is to ensure that we take care of all of our guests in a timely manner during the busy holiday season.

Q: Do complete meals come with everything I need for my holiday dinner?

A: Complete meals do not include dessert or dinner rolls, to allow for further customization.

Q: Can you prepare meat with custom cuts and roasts?

A: Yes! Please consult with our butchers regarding your requests.

Q: How should I prepare my holiday meal?

A: You will receive a cooking and reheating instruction guide with the pickup of your order. (Please show the guest this document)

Q: Will I receive my bird frozen?

A: No. All poultry will be fresh with a deep chill when you pick it up, unless you've ordered a cooked center or meal. Deep chilled birds take much less time to thaw.

Q: Are "Centers" cooked?

A: Centers are all fully cooked and ready to be reheated, with the exception of the rib roast. The rib roast is cooked to just below rare and will reheat to medium rare. The Meatless Hemp Wellington will require cooking and includes easy to follow directions.

Q: Are "Sides" cooked?

A: Yes. You will pick up your sides cold and they will require reheating.

ORDERING & PICKUP

Q: Can I place orders online?

A: YES!. Go to Alfalfas.com and click on the holiday menu picture. Simply follow the instructions on the order form and hit send. A friendly Holiday Specialist will confirm your order and answer any question you have.

Q: When will you stop taking holiday orders?

A: We prefer 48 hours notice for your holiday order, but we will continue taking orders as far up to the holiday as possible. Anything less than 48 hours notice, we cannot guarantee that we will have everything you want, but we will let you know!

Q: Can I prepay?

A: Yes! But due to varying weights on some items, we may ask for a deposit, in which case there will be a balance to pay when your food is picked up.

Q: Where do I pick up my order?

A: Please pick up all orders at the holiday table in the store in which you placed the order.

Q: When should I pick up my order?

A: We offer 2 pickup times, 10:00AM-3:00PM & 3:00PM-8:00PM starting on the week of the holiday. Our stores close at 3:00 PM on Thanksgiving Day

Q: When should I pick up my order if I'm eating on Thanksgiving?

A: We recommend that you pick up your order the day before Thanksgiving. If you are picking up a raw bird, it will need time to fully thaw.

Q: Do you offer delivery for holiday meals?

A: Yes! It's our usual delivery schedule of Monday through Friday, 3:30-5:30PM, at the usual minimum of \$50, and it is a free service. There is NO DELIVERY the week of Thanksgiving or Christmas Eve. We are closed Christmas Day.

Q: Will our food be hot when we pick it up?

A: No. It will be ready to be warmed in the oven. A reheating and cooking instruction sheet will be included. (Please show guests the document)

Q: What is your cancellation policy?

A: 24 hours notice for cancellation or 50% of your order will be charged to you.

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