

General FAQs

What are your Catering Team's office hours?

We respond as soon as possible to inquiries sent to <u>catering@dostoros.com</u>; however, responses may take longer outside of normal business hours. Our business hours are from 9am – 5pm Monday – Friday.

What's the latest we can place an order?

We typically need 18 hours notice but we try our best to accommodate last minute orders! If you don't see the time window you need when placing your order on <u>catering.dostoros.com</u>, email us at <u>catering@dostoros.com</u> and we'll try our best to find a location that can fit you in.

Do you cater on the weekends?

Yes, all weekend orders must be placed by 5pm on Thursday to ensure that we can properly staff the restaurant and give them notice. We also offer the option to pick up your order free of charge. Our pick up option is also good for those who might be located outside of our delivery zone.

Do you offer breakfast catering?

Yes! Our assortment of breakfast burrito packages are available to order at our Grand Central (NYC), Bryant Park (NYC), Flatiron (NYC), State Street (NYC), New Hyde Park (Long Island), Dupont (DC), and Chinatown (DC) locations. Orders can be placed for delivery from 7:30am — 10:30am.

Do you have a minimum number of people per order?

Our order minimum number is 20 people.

What if I have less than 20 people?

Please download the Dos Toros Rewards app or visit <u>order.dostoros.com</u> to place a smaller group order.

Where do you deliver?

We are able to deliver to most areas of Manhattan and much of Brooklyn. We also offer delivery within 10 miles of our D.C. locations and within 6 miles of our New Hyde Park location. If you don't see service to your address on our website, please reach out to catering@dostoros.com for assistance.

Do you have a delivery fee?

Yes, 10% of the order total with a delivery minimum charge of \$35.

What if someone has an allergy?

Our full allergen information is available on our website but if you still have concerns, please email catering@dostoros.com for assistance.

Can I make any modifications to my order?

We can typically make modifications to your order if you reach out to us 12 hours before your order is due. Please contact us at <u>catering@dostoros.com</u> for assistance.

Do you offer beverages with your catering orders?

Yes, a selection of our current options is available to add to your order on <u>catering.dostoros.com</u>.

What's your cancellation policy?

Same day cancellation may be subject to a 50% cancellation fee if the order is not cancelled by 9am day of order.

Menu FAQs

How much food comes in your Taco or Bowl Bar?

We bring a generous portion to accommodate your party size. People do tend to get excited when it comes to Dos Toros, therefore we recommend ordering for the exact number of people you're serving. If you have a group of big eaters, you can always increase the total count. You can also add Chips & Dips or additional proteins to supplement the offering.

What if I want individual meals? Can I place a group order instead?

Of course! Please download the Dos Toros Rewards app or visit <u>order.dostoros.com</u> to place a group order. If you cannot find what you're looking for online, please email <u>catering@dostoros.com</u> and we will facilitate the order for you.

Does your breakfast menu have gluten-free or vegan options?

Currently, we only have vegetarian breakfast options but we are looking to expand the offering to address more dietary restrictions. We'll always do our best to accommodate your group's specific needs so please reach out to catering@dostoros.com.

Last Updated: November 2023