



FOOD TRUCK ASSOCIATION LOS ANGELES

General FAQs

How does the booking process work?

Once we agree on the truck(s) selection and pricing, we will send over an event portal for you to review the booking and sign off in order to confirm. After that you are all set and an invoice will be sent over.

How long is my truck booked for?

Typically, each booking comes with a 3-4 hour serving window. If you need the truck for an extended period of time there could be an additional fee depending on the total portions

What type of payments does FTALA accept? When do payments need to be made?

FTALA can process payment via Check or ACH for no additional fee. We can also accept credit card payments but those would be subject to a 3.5% convenience fee. We require that contracts be paid in full upon signing. Our Food Truck vendors are reserving dates (in favor of other opportunities) and arrangements are immediately set in motion upon signing.

How big is a food truck?

Trucks can vary in size but typically they are 20-24 ft long x 8.5 ft wide x 10ft tall.

Where will the food truck park?

Unless you are able to secure a location for the truck, they will park as close as possible to your desired location. If you need the truck to be in a very specific location and are unable to secure a parking spot, you can speak to us about our spot holding services (\$1,000-\$1,500) which can be added to your booking and will ensure a specific spot is available. Depending on the location, a special event parking permit might be required through the city and we would be able to handle that as well (\$5,500). The special event parking permit would be able to fit about 4 trucks.

How many servings can the trucks prepare?

If the trucks are cooking to order they can serve ~100-150 guests per hour. For much larger events we can recommend trucks that are able to do pre-packaged meals in order to expedite service time significantly.

Are all the menu options included for my event?

On our website, you can see our individual members' pages and their menus. For most events, we will need to limit the options to 3-4 main dishes of your choice (sides and drinks are optional and would cost extra per person). This is done in order to expedite service and to limit food waste for the vendors. If you have any special menu requests, please let us know and we will try to accommodate your needs.



FOOD TRUCK ASSOCIATION LOS ANGELES

What happens if we need to go over the amount of portions originally ordered?

Trucks will typically bring about 15-20% buffer of food. The trucks will seek your approval before going over any prepaid portion amount as to prevent unexpected charges after the event. Certain options of food can eventually run out if the prepaid portion was too low in comparison to the number of guests at the event.

Can you schedule a tasting?

Tastings can be difficult to schedule since most vendors are booked for private events and not regularly operating street sales. Sometimes they can be arranged with advanced notice but they are not guaranteed.

Can FTALA provide a COI (Certificate of Insurance) for my event venue?

Yes, we are able to provide a COI and you will need to provide us with the name and address of who you would like listed on the policy.

Can we provide our own cutlery and/or packaging for the food trucks to serve with?

Yes, the trucks can serve the food with what you provide for them at the event.

Can staff from the food truck bring food from the truck indoors?

The food truck staff is not able to bring food indoors but we can add an additional staff member specifically as a runner/buser if needed (~\$300-\$500 per person).

Can we customize the food truck for our event?

It is possible to add some small signage / decorations onto the truck that can be easily removed after the event without damaging the vehicle. We would recommend using command strips and there would not be any additional charges. If you are looking for a fully branded truck, the price for this service is expensive and begins at ~20-25k. We handle those events through our sister company, Food Truck Promotions, please feel free to contact them at info@foodtruckpromotions.com for more information.

What is your cancellation policy?

Given the nature of food products and other passed up opportunities by the truck, any cancellation of this contract will incur a 50% cancellation fee (based on the total contracted amount) if the cancellation occurs 14 days prior to the event. If the event is canceled within fourteen (14) days prior to the event for any reason the client will be responsible for the full amount of the contract.

Can I reserve a rain date?

Unfortunately, we cannot schedule rain dates as trucks have to pass up other opportunities and purchase food for the event.