



Catering FAQ

What are the catering department's hours?

The ALIDORO catering department is open Monday through Friday from 9am - 5pm. The team does their very best to respond to inquiries sent to catering@alidoronyc.com as soon as possible but may take longer if sent outside of normal business hours!

What is the cut-off time to place an order?

Orders can be placed the day before your event. As always, the earlier you order, the better we can prepare and ensure everything is perfect for your delivery! To place your order, please visit catering.alidoronyc.com.

We do our best to accommodate same-day orders whenever possible. If you need a last-minute order, please call us at 646-688-3596 or email catering@alidoronyc.com during business hours, and we'll see if one of our locations can come to the rescue!

Do you cater on weekends?

Yes, all weekend orders must be placed by Friday at 5pm. We can accommodate pick-up or delivery orders from our Rockefeller Center, Moynihan Train Hall, and One Madison locations. Orders must be picked up or delivered between 11am and 5pm.

Do you have a catering minimum/maximum?

No! Whether you're feeding a team of 5 or a crowd of 1,000, we've got you covered. For larger events, we recommend reaching out to our catering team at catering@alidoronyc.com so we can help with recommendations and make sure everything runs smoothly.

Where do you deliver?

We can deliver to all five boroughs!

Besides food, what else comes with my catering order?

Each order includes plates, napkins, serving utensils, unless requested otherwise. ALL food items also come individually labeled with ingredients and allergens.

What if someone in the group has an allergy?

We're happy to accommodate dietary restrictions and allergies! Please include any allergy information when placing your order so our team can help recommend the best options.

All of our food items come labeled with ingredients and major allergens so guests can easily identify what works best for their dietary needs. We offer options for a variety of preferences, including vegan, dairy-free, vegetarian, and pescatarian diets.

What if I need to modify an order?

Please call or email our catering team for assistance with any order changes at 646-688-3596 or catering@alidoronyc.com. Whenever possible, please reach out at least 16 hours before your order is due so we have enough time to make any necessary adjustments.

What is the cancellation policy?

We understand that plans change! Orders canceled with less than 24 hours' notice may be subject to a full or partial charge due to food and logistical preparations already underway. Please reach out as soon as possible if you need to cancel or modify your order.

What are your most popular catering options?

Our Lunch Packages are our most popular catering option! Package No. 1 serves 10 guests, Package No. 2 serves 20 guests, and Package No. 3 serves 30 guests. Each package includes sandwiches for the guest count, a varying-size green salad, and pasta. Chips, drinks, and desserts are available separately and are not included.

If you're between package sizes or planning for a group of 50+ guests, reach out to our catering team, and we'll be happy to recommend the best menu options for your event.

What if I want individual sandwiches?

For individual sandwich orders, please order online at orders.alidoronyc.com.

What if I need catering for a C-Suite meeting or special event?

For an additional fee, we offer elevated options to make your event feel extra special, including wooden catering boards and gold utensil rentals.

What if I'm looking for a happy hour menu?

Our happy hour menu is not currently available online. Please reach out to our catering team at catering@alidoronyc.com to discuss available options for your event.

Can you help with custom events or brand activations?

Absolutely! We love getting creative and bringing unique ideas to life. From on-site slicer demonstrations and event booths to co-branded lunchboxes and brand activations, our team is happy to explore custom options to make your event memorable. Don't be afraid to ask!