

**Company Name: The Ice Butcher**

**Q&A list to ensure we're prepared for nearly every occasion:**

**1. How large a seafood table would I need based on expecting 25, 50, 100, 200 guests or more?**

We recommend the following Seafood Displays based on the number of your guests. Please note, depending on what you are serving; you may need to go with the next size up; or you may need to refill your display as needed.

42" Seafood Display is best for up to 100 guests

64" Seafood Display is best for 100-150 guests

86" Seafood Display is best for 150-200 guests

Please contact us if you have more than 200 guests

**2. How far in advance should I place my order?**

We recommend placing your order at least 30 days in advance to ensure availability of design, production, and delivery slots. This is especially important during the November & December holidays. However, we strive to accommodate last-minute requests whenever possible.

**3. Do you offer delivery and setup services?**

In addition to being able to pick up at our production facility in Deerfield Beach, we can provide delivery and professional setup for all our ice products to ensure optimal presentation.

**4. What are the delivery and setup charges?**

Delivery and setup fees vary based on location and the complexity of the installation. Generally speaking, delivery is \$1/mile from our Deerfield Beach location with a \$35 minimum. Set-ups begin at \$75. Please contact us for a detailed quote tailored to your event.

**5. Is pickup available for smaller items?**

Yes, customers can arrange to pick up smaller items like mini-ice luges and craft logo ice cubes from our facility during business normal hours.

**6. Do I need to provide any special supplies or equipment for the ice display?**

Unless otherwise discussed, we supply drain trays and LED lighting for our ice sculptures. However, you'll need to provide a sturdy, level table capable of supporting up to 300 pounds, along with a 5 gallon plastic bucket to capture the melting water from the drain tray. We do have buckets available for purchase; however, you can provide your own bucket.

**7. How long will the ice sculpture last during my event?**

Indoors, our ice sculptures typically last between 4 to 6 hours, maintaining their intricate details. This can be shortened if the sculpture is near a fan or air vent, or in direct sunlight. Outdoor longevity varies based on weather conditions but generally ranges from 3 to 4 hours provided it's not in direct sunlight, exposed to wind, is in the salt air, or its particularly humid out.

**8. What environmental factors affect the lifespan of the ice sculpture?**

Direct sunlight, high temperatures, wind, and humidity can accelerate melting. We recommend placing the sculpture away from heat sources and drafts to prolong its display time.

**9. Can ice sculptures be displayed outdoors?**

Yes, but outdoor conditions can reduce the sculpture's lifespan. It's crucial to place the sculpture in a shaded, sheltered area to minimize exposure to sun and wind.

**10. What sizes are available for ice sculptures?**

Our standard ice displays measure approximately 40 inches tall, 18 inches wide, and 5 inches thick, weighing approximately 150 pounds. Custom sizes can be accommodated based on your design requirements.

**11. How much does an ice sculpture cost?**

Pricing depends on the sculpture's size, design complexity, and any additional features. Mini Ice Luges begin at \$250 and full sized Ice Showpieces/Luges begin at \$550. Please contact us for a personalized quote.

**12. Do you require a deposit when placing an order?**

For retail orders and first time customers, a 50% deposit is required to confirm your order, which guaranties your design rendering, along with a production and delivery slot, with the balance due prior to delivery. I

**13. What is your cancellation policy?**

Cancellations made at least 8 days before the event date are eligible for a 50% refund. Cancellations within 7 days of the event will be issued a credit for future use.

**14. Can you create custom designs, such as company logos or themed sculptures?**

Absolutely! We specialize in custom ice sculptures tailored to your specifications, including corporate logos and themed designs. A quick look at [theicebutcher.com](http://theicebutcher.com) will give you an idea of our range of creativity.

**15. Do you offer ice luges for beverages?**

Yes, we can incorporate ice luges into your sculpture design, providing a unique way to serve chilled beverages and increase the level of fun.

**16. Are there any safety considerations we should be aware of?**

Ensure the display area is level and the table can support the sculpture's weight. As much as possible, keep the sculpture away from direct heat sources and supervise any interactive elements, like ice luges, to ensure guest safety.

**17. What happens to the ice sculpture after the event?**

For outdoor events, the sculpture is usually left to melt naturally, and the drain tray and lights are disposed of. For indoor events, the remaining sculpture is generally carried outside and left in a grassy area to melt. If you require post-event cleanup, please arrange this service in advance for an additional fee.

**18. Do you provide lighting for the ice sculptures?**

Yes, we offer LED lighting to enhance the visual impact of your ice sculpture. This comes with all ice orders.

**19. Can you accommodate last-minute orders?**

We strive to fulfill last-minute requests; however, availability is limited, especially during peak seasons. It's best to contact us directly to discuss your needs.

**20. How do I place an order?**

You can place an order by contacting us via phone ( 800-423-8958 ), email ( [coolness@theicebutcher.com](mailto:coolness@theicebutcher.com) ), or through our website's order form. We'll guide you through the process to ensure all details are covered.

By preparing answers to these common questions, we can provide exceptional service and ensure our customers have all the information they need for a successful event.

**21. What's the difference between a Showpiece and an Ice Luge?**

The Showpiece and Luge are largely the same with the exception of the funnel/tube installed to pour your preferred drink down.

**22. Is there a way to make my sculpture last longer?**

The best way to maximize the ice display is to keep it away from sunlight, humidity, wind, salt air, and wind/breezes.

**23. Do I have the option of setting up the Ice Display ourselves?**

For all but the larger and more complex displays, we provide easy to follow instructions, including a video, so that anyone can set up the sculpture with an extra set of hands.

**24. Do I have to purchase the drain tray?**

Many of our regular customers already have their drain tray sets from prior ice sculptures. If you already have them, or you intend to place your sculpture outside where it can drain onto grass or some other area that can be wet, a drain tray is not needed.

**25. Can I customize my ice sculpture?**

We have a catalog of designs, shapes, sizes that we have done many times before, and this will be your least expensive option. If you prefer something more custom, you can work with our designer to create something unique for your event. You can expect a custom sculpture to cost approximately 40% more based on the custom design and artisans required to sculpt it.

**26. Do you offer smaller sculptures that can be used for centerpieces?**

Yes, we have many options for centerpieces, which can include florals, logos, used as bottle chillers/holders, and/or to support candles.

**27. Do you offer less expensive luges and showpieces for smaller events?**

Yes, you can order many of our Showpieces and Luges as Mini Sculptures, which can be less than 50% of the cost although more than 50% of the size of the full sculpture. These are perfect for smaller events or to send as a surprise/delight to a friend.

**28. When should my ice display be set up?**

For ice displays that are purely visual, we suggest that the set-up completion time be approximately 30 minutes before the guests walk in. For functional ice displays that require the

addition of sushi/seafood or beverages, we typically complete set-ups 45 minutes before the first guests arrive.

**29. If you are not able to set up my sculpture at my preferred time, do I have any options?**

For many sculpture types, we can deliver and set up the sculpture using a “Sculpture Saver”, which can hold the temperature of the ice for 3 hours or more while in doors.

**30. If we use a Sculpture Saver, do we have to do any work?**

When Sculpture Savers are used, the Ice Butcher team will deliver and set-up your sculpture as much as 3 hours before your event start time. Approximately 30 minutes before your event begins, you simply remove the box, dispose of the dry ice, and let the party begin.

**31. Do you sell clear craft drink ice?**

Ice Butcher fulfills all clear drink ice through its exclusive drink ice partner, Fat ice, the national leader. They can be reached at [fatice.com](http://fatice.com) and sell cubes, spheres, and collins sticks.

**32. Do you offer custom clear ice cubes with personalization?**

Yes, our biggest seller are clear ice cubes with full color logos inside the cubes. The cubes are typically 2X2 and are a great way to enhance your brand with clients/prospects alike. In addition to full color logo cubes, we also can etch/engrave ice cubes and can create custom shapes such as white/pink roses, soccer balls, and diamonds.

**33. Can I put an fruit or spice into my ice cubes to make them a functional part of my cocktails?**

Yes, this is very popular with mixologists, both professional and hobbyist. We’ve put flowers, jalapenos, citrus, and “old fashion” ingredients into cubes 1,000’ of times.

**34. How much advanced notice is needed to order custom ice cubes?**

Ideally, all custom orders are received/confirmed two weeks prior to the delivery date. Shorter lead times can be accommodated but rush charges and more limited options may be required.

**35. Can you freeze/sink unique items into our ice display to bring our brand to life?**

Yes, we have sunk soccer balls, jerseys, fish, flip flops, random clothing/accessories, and just about anything in ice. It's the coolest thing we do.

**36. Do you offer live entertainment? Can you carve a sculpture live?**

Yes, Ice Butcher has several highly talented, and fun, ice carvers that spend their days in the freezer. They would be thrilled, and less chilled, to come to your event and perform live for an hour for your guests and leave you with a stunning ice display. Pricing based on job complexity, timing, and distance.

**37. Can I set up a recurring order during season without having to place an order each week?**

Yes, many of our clients order for the entire season in October. Not only does this leave one less item to worry about when things are crazy, we can often apply a small discount if all orders are confirmed at one time.

**TRAY DIMENSIONS**

18"x24"- Showpiece/ Luge

21"x27"- oversize showpiece

21"x41"- Tables

31"-Round Diameter(Center piece)

**BOX DIMENSIONS**

20x4.5x40"- Table/Large logo

16x12x10"-6 legs/plynths

22x16x6"- Small logos/Teardrops

16x14x4"- 3 Legs

40x20x4.5"- Oval Parts

## **CLINEBELL DIMENSIONS**

20x40x10" INTERIOR

## **Wrapping Process**

### **Boxed Sculptures**

ALL SCULPTURES THAT GO IN BOXES, PLASTIC PADDING WILL BE ON THE BOTTOM AND TOP OF SCULPTURE TO PREVENT DAMAGE.

EVERY SCULPTURE GETS WRAPPED IN PLASTIC TO PREVENT STICKING TO SURFACES AND TO STAY INSULATED.

### **BLANKET WRAPPED**

ALL SCULPTURES WILL BE WRAPPED IN PLASTIC, WITH A BLANKET TO INSULATE AND PROTECT FROM DAMAGES.

**Contact Us:** 800-423-8958

**Email:** [coolness@theicebutcher.com](mailto:coolness@theicebutcher.com)

**Website:** <https://theicebutcher.com/>

Here is some info about the ice sculptures like name and a link for the clients to see in AR.

[https://nexreality.io/ice\\_sculptures/06/](https://nexreality.io/ice_sculptures/06/) 42" seafood table

[https://nexreality.io/ice\\_sculptures/05/](https://nexreality.io/ice_sculptures/05/) 86" seafood display

[https://nexreality.io/ice\\_sculptures/04/](https://nexreality.io/ice_sculptures/04/) 64" seafood display



[https://nexreality.io/ice\\_sculptures/03/](https://nexreality.io/ice_sculptures/03/) double luge

[https://nexreality.io/ice\\_sculptures/01/](https://nexreality.io/ice_sculptures/01/) Tube Luge

[https://nexreality.io/ice\\_sculptures/02/](https://nexreality.io/ice_sculptures/02/) Martini Luge