



Terms and conditions

We have two levels of requirements in relation to Terms and Conditions.

- **"Day to Day" Catering** - generally refers to Monday to Friday delivery only corporate catering.
- **Major Events** – generally refers to events outside of the regular "Day to Day" Catering as defined above, and can include weddings, outdoor events, multi-day conferences, large cocktail parties and set budget finger food menus.

"Day to Day" Catering

Ordering & Confirmation

- It is preferable that orders be placed via email.
- All bookings will be confirmed to client via an email order confirmation. It is the client's responsibility to review the order and provide us with any amendments or changes i.e. Date, times and delivery address.
- Cut off time for placing orders is 2pm the working day prior to delivery. However, we recommend placing orders as early in advance as possible, as we sometimes book out. Final numbers and special diets can be finalised as follows –
 - o 2 pm the working day prior to delivery for Morning and Afternoon teas and sandwich based lunches
 - o 2 working days prior to delivery for all other orders
- Staff are charged out at a minimum of 3 hours.
- Staffing charges are charged from base to base. Staffing adjustments are adjusted post event.

Delivery charges

- A \$15.00 delivery/accounting fee (once per day) applies to all invoices and a further delivery fee may apply where outside normal areas and times.

Cancellation

- Cancellation outside of three days - no charge
- Cancellation within 48 hours - 50% charge
- Cancellation within 24 hours 100% charge

Payment of Invoice

- 7 days net after delivery
- We invoice on the day and all payment options on invoice.
- We accept EFT, cheque and credit card payments.
- Merchant surcharge may apply for Credit card payments.
- Late fees may apply after 7 days.





Allergy Disclaimer

- " Whilst all efforts are taken in relation to special diet requests, it must be noted that within the premises we handle nuts, peanuts, seafood, shellfish, sesame seeds, wheat flour, eggs, fungi and dairy products. Customer requests will be catered for to the best of our ability. Individuals with health threatening allergies or food intolerances might be best suited to provide their own food items."

Ab Fab Catering Management

Compliance and Responsible Service of Alcohol Obligations

- Ab Fab Catering practices responsible service of alcohol in accordance with the Liquor Licensing Act. We reserve the right to refuse alcohol service to those under the age of 18 and to those who are deemed intoxicated or are supplying to minors. Clients will be responsible to ensure the orderly behaviour of their guests and Ab Fab Catering reserves the right to intervene and exclude any guests from service. For a complete house policy on the Responsible service of alcohol please see our policy on our web site.

Major Events

Confirming your booking

- All bookings will be confirmed to client via an email order confirmation. It is the client's responsibility to review the order and provide us with any amendments or changes. i.e. Date, times and delivery address.
- A deposit of 10% is required to secure your booking. This can be made by direct deposit or credit card. If payment is not received within 7 working days of booking confirmation, the booking may be released.
- Staff are charged out at a minimum of 3 hours.
- Staffing charges are charged from base to base.
- Final staffing charge may vary post event.

Final Details

- Final information, such as room arrangements, menus, audio visual equipment and other equipment must be advised at least 14 days prior to the event.

Final (Guaranteed) Numbers

- A guaranteed number of guests attending function is required four (4) working days prior to the event. This is the minimum number of guests you will be charged for.





Cancellation

- If a cancellation occurs up to 60 days prior to the date of the event the deposit will be reimbursed in full. If a cancellation occurs inside 60 days, and the date can be re-booked, your deposit will be refunded. If the space cannot be re-booked, your deposit will be forfeited.

Payment

- Payment is to be made in full prior to function date or before completion of event unless otherwise arranged with Ab Fab Catering.
- We accept EFT, cheque and credit card payments.
- Merchant surcharge may apply for Credit card payments.

Surcharge

- A surcharge of 15% is applicable on the total package price for all events held on a Public Holiday.

Children

- Children over the age of 12 will be charged at adult rates. Children's meals are available on request in advance.

Acts of Nature

- Should any act of nature such as an earthquake, fire, flood, civil disturbance or industrial action prevent either the organizer or Ab Fab Catering from carrying out their obligation under this agreement, neither the organiser nor Ab Fab Catering shall be liable for the non-performance. If the organizer cancels for reasons of acts of nature all monies will be refunded minus the initial deposit. If Ab Fab Catering cancels due to acts of nature all deposits will be refunded.

Insurance and Damages

- The organiser shall be liable for any damage to the premises and artwork or loss of property on the premises prior to, during or after a function by their guests or any other persons attending the function. The client is liable for cleaning costs if applicable.

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