

## TERMS & CONDITIONS/FAQ



**AREA:** We operate from Ballina to Brisbane & Hinterland

**MINIMUM SPEND:** \$2000 plus GST minimum spend required, which might include Menu, staff & mileage. No exceptions will apply.

**TIME LIMIT:** Unlike other caterers, we do not set a certain amount of time for our services. We are there till everyone is full. We do not allow a gap longer than 2h between starters/cocktail hour and mains. And we do not join lunch & dinner services, it is one or the other.

**FOOD QUANTITY:** All our menus are All-you-can-eat, which does not mean there is unlimited food for every item of the menu. What it means is that we will not stop sending food out till all your guests are hungry. If some of your guests miss out on some of our food/flavours due to them not being present when we send that particular canape/flavour, it is not our responsibility to have that item available for them again when they realise they missed out. We always try to reach everyone that is present on the floor/tables or you are welcome to ask us to leave some food aside for bridal party or for a group of people. But every item has a schedule on the day and they are all cooked at the same time, so if food is left aside, it is to be picked up at the time of cooking as we won't provide cold food.

**DATE & QUOTE:** Your selected date and pricing contained in your quote is valid without deposit for 14 days. Confirmation is sent once deposit payment is paid. Quote is attached to the date, if date changes, you might have to get requoted if you got a special price or if menus have changed. If menus change but your booking does not you can still have the same menu you booked for.

**DEPOSIT/CANCELATIONS/FINAL PAYMENT:** To secure your function a non-refundable deposit of \$500.00 is required. This amount is deducted from your package total as quoted. Final quote & payment is due 4 weeks before the event once numbers have been confirmed. It might slightly change due to numbers/additional add ons you add. You can add or remove add ons & you can change numbers/menus as long as final quote is no less than 5% of initial quote.

**CHANGE OF DATE:** If you change your date, deposit will be used towards the new date if more than 3-month notice prior to first booking date. \$200 fee will be deducted of the deposit if less than 3 months. Deposit is non-refundable, so if new date is not available, you will lose your deposit. If menus have changed from your first quote or promotions are no longer available, you will have to get re-quoted.

**PUBLIC HOLIDAY SURCHARGE:** A surcharge of 15% applies to the total of any event held on a public holiday.

**FINAL NUMBERS & FOOD SELECTIONS:** Final numbers and food selections are required 4 weeks before the event and should include any dietary requirements, timings, vendors we need to feed, etc. We will email you with the information required or you are welcome to email us if it is ready earlier.

**DIETARY REQUIREMENTS:** We take care to provide appropriate meals for all guests with dietary requirements. We will confirm closer to the event date of your guest's requirements

and prepare a meal suitable if the chosen menu does not meet the requirements. If by any chance your guest's dietary requirements change on the day or they have a change of mind, we are then unable to provide an alternate meal as we cater specifically as requested. If you have any further questions relating to this topic, please feel free to contact us at any time. It is your responsibility to let your guests and us know who the ones with dietary requirements are, either by telling them to come to us or by providing with names if a seating plan is available. Please be aware most people that call themselves celiacs are only Gluten Intolerant. This is important as celiacs should never eat from an Italian Kitchen.

**SUPPLIER MEALS (VENDORS):** If you require supplier meals these are charged at \$15.00 per person per supplier

**CAKEAGE:** If you would like to use your cake as dessert the following charges apply. To cut your cake and leave it for self-service a flat fee of \$100.00 applies (you need to provide serving items). If you require us to serve it individually and/or provide disposable items, a charge of \$200 applies. It is important you ask your venue about this as some venues don't have the legal right to handle food, so it's mandatory to use us if you want your cake cut.

**STAFF:** 1 x Chef is included in per head price. Additional Kitchen Staff/Chefs are available for \$250/shift. We do not supply bar staff. As a guide please see below: Up to 40ppl – x1 chef & x1 staff. Up to 60ppl require 3 staff to cook & serve (1 x Chef, 2 x Servers). This extends to 100ppl in cocktail style weddings. For sit downs 61-100 guests require 4 personnel to cook & serve (2 x Chefs, 2 x Servers), 100-130 (2 chefs, 2 staff on cocktail style/2 chefs 3 staff on sit down)

**TRAVEL TIME:** Mileage applies and will be specified when quoted.

**CROCKERY & CUTLERY:** All required bamboo disposable crockery & cutlery is included in per head price. Formal sets available for hire from \$5/head. You are welcome to provide your own or venue sets. If that's the case, our staff will clear the tables and leave them together in a corner of an available area (kitchen preferable) but won't do the dishes. If you require to do the dishes, this is an extra \$1/head

**CATERING SET-UP (PRIVATE PROPERTY ONLY):** We need a 3x3 flat area. We can be in a slightly hilly area but not ideal. You need to let us know if a flat area is not available as we might not be able to cater. We also need normal access to power and easy access to set up area. If you have any questions in regards to this, you can ask us via email.

**TASTINGS:** We don't offer formal tastings but you are welcome to book at one of our restaurants. Please ensure you let us know when you book or you leave a note on the booking so our chefs know and can give you special treats.