

TERMS & CONDITIONS

for Hythe Enterprises t/as Cherry's Catering

GENERAL TERMS

All prices are inclusive of GST. Payment accepted via cash / cheque / direct deposit / EFTPOS / Visa / Master Card / AMEX (1.5% surcharge applies to all EFT & credit card payments). A 15% surcharge applies to public holidays. Children's pricing is 70% of adult pricing on menus - excluding special menus & platters. **Note** - children must not form part of a minimum number of guests.

FINAL NUMBERS

Guaranteed minimum numbers to be catered for are required 7 *business days prior to the function. After this, final numbers cannot be decreased. Numbers may increase up to 48hrs prior to the function but must be confirmed verbally.

PAYMENT

Tentative bookings can be held for a 1 week period without a deposit. A deposit of \$500 (or 20% if order value over \$3000) is required to secure your event date. Payment in full is required to be settled 5 *business days prior to the event, unless alternative arrangements have been made with management. **Note** - any admin or debt recovery costs incurred in collecting outstanding accounts will be at the client's expense.

STAFF / TRAVEL COSTS

Function staff will commence & finish at agreed times, however, circumstances out of the control of Cherry's Catering (ie long speeches, delayed service) may require the staff for a longer period, charges may apply (at current staff rates). Travel costs will apply to functions outside of metropolitan areas - our office staff will advise details with your enquiry.

EQUIPMENT

Outdoor functions may require additional equipment, ie a kitchen marquee, lighting - discuss your event with our staff for further details. All equipment brought to an event by Cherry's Catering (ie tea & coffee station) will leave at the end of service time, unless prior arrangement has been made. Equipment supplied within a menu which is covered by a bond must be returned within 7 days in an intact, re-usable condition for the bond to be refunded.

CANCELLATION POLICY

Should it be necessary to cancel your event, Cherry's Catering requires 10 *business days notice & your monies will be refunded in full. Should you give less than 10 *business days notice prior to the event date, Cherry's Catering reserves the right, at their sole discretion to charge up to 30% of the estimated value of the quote that has been provided to you, to cover any incurred costs. **Note** - charging a cancellation fee is an absolute last resort & will only occur when absolutely necessary.

CANCELLATION POLICY (COVID-19 Pandemic)

Should it be necessary to cancel your event due to Covid-19, Cherry's Catering requires 3 *business days notice & your monies will be refunded in full. If your event is cancelled within less than 3 *business days of the event date, Cherry's Catering reserves the right to charge up to 40% of the estimated value of the quote that has been provided to you, to cover any incurred costs.

Should it be necessary to reschedule the date or the number of guests at your event due to government mandated COVID-19 restrictions, Cherry's Catering requires 3 *business days notice & your monies will be transferred over to a new event date that will be negotiated between yourself & Cherrys Catering.

If the date or the number of guests at your event is to be rescheduled within less than 3 *business days of the event date, Cherry's Catering reserves the right to charge up to 40% of the estimated value of the event, to cover any incurred costs.

Note - charging a cancellation fee in this event is an absolute last resort & will only occur when absolutely necessary.

FOODSAFE POLICY

As a FoodSafe Accredited Caterer, Cherry's Catering meets & follows strict guidelines relating to the health & hygiene of both our staff & food preparation practices. For this reason client prepared dishes in addition to our menus, as well as client prepared pre-dinner & desserts, must be discussed with us prior to the event to clarify any possible claims relating to liability. Any leftover food at an event may be left with clients. Our staff will provide instructions on the safe storage / heating / consumption & use by. **Note** - we accept no responsibility for the safe handling or consumption of food after our staff depart.

FOOD ALLERGY INFORMATION

If you or any of your guests have an allergy or dietary restrictions, please urgently inform us & we will be happy to accommodate your needs.

DISCLAIMER

Whilst every effort is made to accommodate your dietary requirement, because of the way our products are handled by us & our suppliers, 100% exclusion of items such as gluten, nuts, seeds & other allergens **cannot be guaranteed** & may contain traces of these elements.

ACCEPTANCE OF TERMS

Payment of the required deposit indicates your acceptance of & agreement to be bound by these Terms and Conditions.

*business days = Monday to Friday, excluding Public Holidays

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