

TERMS & CONDITIONS

Fresh2Go catering services wants to ensure your function is a success. We understand the best way to achieve success is to develop an honest, open relationship with you. A relationship where communication is clear and expectations from both sides are understood from the start.

Fresh2Go catering services are hired under the terms and conditions set out below. The payment by any person of any fees or charges for such services shall be deemed to be an acknowledgement and acceptance by such person of these conditions.

QUOTATION

Once you have discussed your brief, the Fresh2Go catering services team will develop a quotation for you based on your individual requirements. This written quotation will remain valid for 30 days from date of issue. In the instance that the event brief alters, we will review and reissue the quotation.

PRICES

While all attempts are made to maintain published prices, they may be subject to change at the discretion of Fresh2Go catering services. If prices differ, the client will be informed before the event date. Prices quoted include GST unless otherwise specified.

CONFIRMATION OF BOOKING

Fresh2Go catering services considers confirmation of the event upon receipt of these terms and conditions signed and accompanying catering quote or payment of the requested deposit by the due date specified. Failure to adhere to this procedure may result in Fresh2Go catering services being forced to cancel the event.

PAYMENT TERMS

As many costs are incurred prior to the event date, Fresh2Go Catering has the following payment terms:

- Depending on the size of your function a deposit, based on a minimum of 30% of total quotation costs, may be required to confirm your event;
- For approved corporate clients full payment of all known costs is payable up to thirty (30) days after your event date.
- Payment can be made by direct credit (EFT), credit card, company cheque, bank cheque or cash. Payment by credit card may incur a surcharge.

Outstanding accounts may incur a charge of an additional 10% of the total invoice.

CANCELLATION

In the instance that you need to cancel your event, the following conditions will apply:

- All cancellations must be made in writing.
- If cancellation occurs more than 2 days prior to the event date, 100% of the deposit (if taken) will be refunded. If cancellation occurs less than 2 days (inclusive) prior to the event date, 50% of the deposit (if taken) will be refunded.
- If cancellation is received less than 24 hours prior to the event date, the cancellation fee will consist of the total amount for the function.
- Where circumstances beyond Fresh2Go Catering control prevent Fresh2Go Catering from fulfilling any obligations, Fresh2Go Catering will be released from this agreement without penalty.

STAFF CHARGES WHERE APPLICABLE

- Should the event brief fall outside our minimum numbers or package costing, a service charge will apply. These charges will be calculated on an individual event basis.
- If additional staff are requested a charge may apply, charged per hour or part thereof.
- Surcharges will apply for all events held on weekends or public holidays (15%), this surcharge is calculated on the total food and beverage spend.

LIQUOR LICENCE, RESPONSIBLE SERVICE OF ALCOHOL & DISORDERLY CONDUCT

Where Fresh2Go catering services has been requested to provide alcohol for a function, the cost of the temporary liquor permit and provision of RSA trained staff will be included in the function costs.

Fresh2Go catering services has a Responsible Service of Alcohol Policy. It is illegal to serve alcoholic beverages to any person who is intoxicated or who may attempt to drive a vehicle and as such Fresh2Go catering services staff reserve the right to refuse service to such person and or request the departure from the premises. It is illegal also to serve beverage to any person less than eighteen years of age and Fresh2Go catering services staff reserve the right to request suitable identification to this end.

We at Fresh2Go catering services will not permit or suffer any riotous, disorderly, offensive or improper conduct. Offenders will be asked to leave the event and may be escorted off the premises by a catering representative or member of security personnel.

- Supply of liquor – The licence authorises the licensee to supply liquor for consumption at pre-booked functions only. The function must be held in an area of a premises that is set aside for the exclusive use of persons who have booked the function which is attended only by those persons and their guests. This licence does not allow the supply or consumption of liquor at public events which are attended by the general public.

DAMAGES

Neither Fresh2Go catering services nor any venue booked on behalf of the client shall be liable for any loss or damage sustained by the client or by any person, firm or corporation supplying any client. The client shall be responsible for the cost of making good any damage or loss caused to any venue booked on behalf of the client and Fresh2Go catering services buildings, furniture, fittings and equipment arising out of and in the course of the client's events.

With regards to smoke detectors and fire systems in buildings where Fresh2Go catering services is engaged, we recommend that such systems are isolated in areas where we are required to cater and heat foods and accept no responsibility in the event that a smoke detector is triggered due to our normal duties of delivering and managing an event.

CHARGES POST EVENT

Fresh2Go catering services prepares an event order for every event that we are involved with, this does not include drop off catering. The event order outlines our arrival times and departure times and if the event runs over time through no fault of Fresh2Go catering services we reserve the right to charge for additional costs that are incurred such as staffing fees. Staff fees are charged in hourly blocks or part thereof.

INDEMNITY

The client uses and occupies any venue booked at their own risk. The client hereby indemnifies Fresh2Go catering services and agrees to keep Fresh2Go catering services indemnified against all actions, suits, proceedings, claims and demands, costs and expenses whatsoever which may be taken or made against Fresh2Go catering services and/or incurred arising out of injury or damage to any person or property from or during the use of any venue.

VENUE SPECIFIC TERMS & CONDITIONS

In instances where Fresh2Go catering services books venues on behalf of the client, the client is also bound by the venue Terms & Conditions.