



## Terms and conditions

### Definitions

- 'Corporate Catering' is defined as delivery only of food and non-alcoholic beverages Mon-Fri 9-4pm **that does not fall under the definition of 'Event Catering'**
- 'Event Catering' is defined as all day or multi-day conferences, staffed events, cocktail parties, **weekend events** and any catering with numbers 50 or more attendees.

### Weekday vs Weekend Catering

- Menus available Monday to Friday within our business delivery hours. POA for weekend catering

### Quotes, Ordering & Confirmation

- Quotes are a pending proposal. A quote does not proceed until Ab Fab Catering receives email confirmation by the client no later than 10am the business day prior for *corporate catering*.
- For any *event catering not requiring staff*, quotes to be confirmed by email no later than 14 days prior
- **Staffed event catering** quotes to be confirmed 3 weeks prior, in order to secure staff. Confirmation of a quote, after this date must seek approval from Ab Fab for availability. Numbers, diets, timings can be "approximate" at this stage. Alcohol charged on final or actual numbers, whichever is higher, for Food & Beverage packages, any additional guests are charged a la carte.
- **Final Details Deadline;** (includes timings, location, menus, diets, final numbers & equipment required.)
  - 10am the business day **prior for all corporate catering**
  - 3 business days prior for all **Unstaffed event catering**
  - 7 days prior for all **Staffed event catering**
- All quotes, orders and changes thereof are handled via email.  
It is the client's responsibility to review the confirmed order and provide amendments by the deadlines listed above. **Be sure to review;** Date, address, time/s, numbers, menu, invoicing details
- We recommend placing orders as early as possible, as we sometimes book out.

### Refunds

- In the rare event an item cannot be produced on the day due to a supplier chain issue, you will be contacted and offered a substitute. If the substitute is satisfactory to you, your out of stock item will be removed and substituted item will be charged.
- In the unlikely event an item is missing from your confirmed order upon delivery, please contact Piccalilli Catering (07) 3391 7114 asap as we may be able to resolve quickly for you, or offer a substitution or resolution. A refund will be issued for any confirmed missing items.
- If you receive an incorrect item that has been substituted without your agreement, and you are dissatisfied with the suggested substitution, you will not be charged for the substitution.
- If you receive an item and you are charged an item, that you did not order, you will receive a refund. Please be aware it is the customer's responsibility to check all quotes and orders for accuracy and any revisions must be requested by writing via email only. Changes to orders must be sent through by the cut off deadline. If you have placed a shopping cart order, our sales team will review your order and make any necessary changes. They will email this confirmation to you and it is your responsibility to check the changes, answer any questions and verify the details.
- 





- On the infrequent occasion, an item is damaged on arrival, and inedible, please notify the sales team to be returned to our commercial kitchen for review. A confirmed damaged item will be refunded.
- For information on refunds in relation to cancellations, please see our cancellation policy.

### Cancellation

- Cancellation for **event and staff catering** within 2 **business weeks** – 100% of Event staff charge
  - Cancellation for **event and staff catering** within 1 **business week** - 50% charge of current order
  - Cancellation for **corporate catering** within 48 **business** hours - 50% charge of current order
  - Cancellation for **corporate, event and staffed events** within 24 **business** hours 100% charge
- Should you cancel your order, Ab Fab Catering gladly delivers your order to a local shelter.

### Payment Arrangements

- Pricing is current (excl GST), and is subject to market fluctuations and may change
- Payment due 7 days from invoice date (unless otherwise approved). Interest fees may apply
- Payment instructions included on invoice. We accept EFT, cheque, cash and credit card
- International money wires via EFT attract a \$30 bank fee.
- A 2% surcharge applies for all Credit card payments.
- A 50% deposit may be applicable and is due 14 days in advance of your order or event.
- - Outstanding invoices, outside of our terms attract 10% daily interest

### Menu & Drinks

- All menus and alcohol are subject to seasonal and supply chain availability
- Children over the age of 12 will be charged at adult rates. Children's meals available upon request
- No other food to be served with Ab Fab's food unless otherwise approved

### Delivery Charges

- A \$15.00 delivery fee (once per day) applies to all CBD and inner-city suburbs between 9am-2pm. Higher delivery fees are applicable outside of these parameters.

### Staffing

- A nominal staff set up charge for catering may be included in your quote
- Ab Fab Catering can provide Event Supervisors, waitstaff and bar staff for food and alcohol service.
- Staff are charged out at a minimum of 3 hours, from base to base.
- Staff charges are adjusted post event.





### **Allergy Disclaimer**

Whilst all efforts are taken in relation to special diet requests, it must be noted that within our registered, and health department and Brisbane City Council approved commercial kitchens, we handle nuts, seafood, shellfish, sesame seeds, wheat flour, eggs, fungi and dairy products, along with all manner of fruits, vegetables and meats. Customer dietary requests will be catered for to the best of our practical ability. Individuals with health threatening allergies or food intolerances might be best suited to provide their own food items. **Consumption is at your own risk.**

### **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.

### **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 organizer nor Ab Fab Catering shall be liable for the non-performance. If Ab Fab Catering cancels due to acts of nature, any deposits held will be refunded.

### **Insurance & Damages**

- The organizer 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.

*Terms & Conditions may be subject to change*

