



## terms & conditions

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### **FINAL NUMBERS**

We require final guest numbers within a minimum of 48 hours prior to the commencement of an event. In the event of last minute changes to numbers, every attempt will be made to accommodate your request.

### **CANCELLATIONS**

Cancellation, or decrease in numbers, of an event confirmed verbally or in writing by the client, within 48 hours of the commencement of function, will incur a 100% charge of food costs. Cancellation of an event confirmed verbally or in writing by the client, within 24 hours of the commencement of the event set up, will incur a 100% charge of the total event costs.

Bay Leaf Catering takes no responsibility for acts of nature, such as weather, which may result in the cancellation or disruption of an event and all cancellation charges apply.

### **BALANCE**

A 50% deposit is required upon confirmation of a booking.

Full payment in advance is required for any events that do not require staff. For staffed functions, a final invoice will be sent after function. The balance is due and payable 14 days from the invoice date.

Bay Leaf Catering accepts cash, cheque, EFT and credit card, Visa and MasterCard (1% surcharge), AMEX (2.5% surcharge).

### **DAMAGED / LOST PLATTERS & EQUIPMENT**

Lost or damaged platters and equipment will be charged at their replacement value. Each of our platters are clearly identified on the base, please ensure they are left in a safe location for easy retrieval.

### **FOOD SAFETY**

Bay Leaf Catering has a food safety plan that extends to catering venues.

We ask that for the functions without staff in attendance, that the food delivered to you is to be refrigerated below 5C on delivery and displayed at room temperature for a period of no longer than 2 hours.

Once the food is no longer under our supervision, we hand over all responsibility in regards to food safety to you. If required, we are able to recommend refrigeration hire suppliers for your event. We also provide storage instructions for non-staffed events.

### **VERSION**

As we keep our menu seasonal and updated regularly prices are subject to change. Please speak to a Bay Leaf Catering team member to confirm this package is the latest version.

