

Terms & Conditions – Wedding Catering



Effective as at 1st May 2020

Prices

All prices quoted are inclusive of GST unless otherwise stated. Prices are subject to change dependent on market prices. All quotes are valid for 7 days from receipt.

Deposit and Payments

We accept payment by most credit cards (1.5% surcharge is applied for credit card payments). Our bank account details are located on each invoice for payment by direct transfer, and we also accept payment by cash onsite (Café – Old Reynella).

All quotes are subject to availability at the time of booking and a 20% deposit is required to secure the event date. No event is considered confirmed until deposit has been received. The balance will be invoiced upon confirmation of numbers 14 days prior to the function and full payment of the function is required 7 days prior to the event date, unless other arrangements have been made previously.

Confirmation of Details

Menus, final numbers, dietary requirements and staff for functions are to be confirmed 14 days prior to the event. If the final numbers decrease after confirmation has been made you will be charged at your confirmed numbers.

Dietary Requirements

All dietary requirements for each event must be confirmed with your final details 14 days of event.

Esculent catering staff and suppliers prepare all food in accordance with the Food Standards set by Food Standards Australia.

The esculent catering kitchen and equipment used within may contain traces of nuts, egg, dairy, gluten and other know allergens. Although all care is taken by esculent to ensure these items are contained, we cannot guarantee that all dietary requirements will be met. Whilst we understand the serious implications of reactions to allergens and will endeavour not to cross contaminate your food, we will not accept responsibility or liability for an adverse reaction to our any of our food by any guest.

Cancellations

Staffed events that are cancelled less than 72 hours prior to the event for any reason will incur a fee of 40% of the final invoice. Customers who cancel staffed events during peak time (Jan- Mar and Oct - Dec) with less than 7 day's notice will not be refunded the initial 20% security deposit. We are happy to postpone or reschedule an event if enough reasonable notice is given.

If an event is cancelled for any reason a \$150 deposit will be kept to cover costs of time spent preparing quotes, menu planning, meetings etc.