

# CAFÉ MATTEO CATERING

## TERMS AND CONDITIONS

Definition:

Café Matteo refers to the company Sairu PTY LTD trading as 'Café Matteo ABN 93-517-443-389

'The Client' refers to the customer booking any catering services with Café Matteo

'We, ours, us, etc.' means Café Matteo

'You, yours, etc.' means The Client

These Terms and Conditions may be amended by us at any time by updating them on our website. You should review these Terms and Conditions each time you access our website. By continuing to use and access our website you agree to be bound by the amended Terms and Conditions.

### **Staff Costs**

Café Matteo function staff are available for booking for a minimum of 3 hours, as per industry standard. Current rates are available for viewing on our website, [www.cafematteo.com.au](http://www.cafematteo.com.au). Public holiday rates apply to respective dates; these will be quoted upon enquiry only. Bookings including staff must be confirmed 7 days prior to the date of the event.

### **Equipment**

Café Matteo can arrange any extra equipment you require for your event. Hire of equipment included is itemised in the quote, and includes a delivery and pick up charge. Any damage to or loss of hire equipment caused by the client, client's guests, venues or venues employees will be charged to the client and invoiced after the event.

Any unreturned, lost, broken or damaged trays, bowls, cutlery, crockery, serving utensils etc. will be bill to the client.

### **Prices**

All prices quoted are inclusive of GST unless otherwise stated. Prices are subject to change without notice.

## **Deposit and Payments**

Payment is required prior to or on delivery, unless authorised in advance. We accept payment by most credit cards, including Mastercard, AMEX and Visa (2% credit card surcharge applies). Our bank account details are located on each invoice for payment by direct transfer.

All quotes are subject to availability at the time of booking and a 50% 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 7 working days prior to the function and full payment of the function is required prior to the event date, unless other arrangements have been made previously. Any additional charges will be invoiced after the event.

A credit card is required for your account and will only be used if payment of your invoice does not fall within the time frame given.

## **Confirmation of Details**

Menus, final numbers, dietary requirements and staff for functions are to be confirmed 7 days prior to the event. If the final numbers decrease after confirmation has been made you will be charged at your confirmed numbers.

Delivery only orders must be confirmed 48 hours prior to delivery. Payment is required prior to or on the day of delivery unless by prior arrangement.

## **Dietary Requirements**

Café Matteo staff and suppliers prepare all food in accordance with the Food Standards set by Food Standards Australia and are fully Food Safe Accredited.

The Café Matteo kitchen and equipment used within may contain traces of nuts, egg, dairy, gluten and other known allergens. Although all care is taken by Café Matteo 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 endeavor not to cross contaminate your food, Café Matteo **will not** accept responsibility or liability for an adverse reaction to our any of our food by any guest. Please inform any of your guests who have serious food allergies that if they are concerned that they will be able to bring their own allergen free food in some circumstances. Please check with your booking representative upon booking and they will inform the function staff of this arrangement.

## **Cancellations**

Staffed events that are cancelled less than 48 hours prior to the event for any reason, including weather or any other circumstances will incur a fee of 100% of the final invoice. Delivery only bookings that are cancelled with less than 48 hours' notice may incur up to 100% fee, depending on the notice given.

**Quality Control**

Café Matteo does not part cater any event, including the serving of cakes, desserts, BYO food of any nature without prior consent. This practice contravenes our Food Safety program. Please mention to your Café Matteo booking representative during the initial quote stages if you plan to supply any foods from home or relative or registered food business. Images on our website and marketing material are styled for presentation purposes, and may not be indicative of the presentation of particular items ordered by the Client. Menus are subject to change according to seasonal and supplier availability. We do endeavors to alert clients to any changes, however, this is not always possible and in some instances some products may be substituted for similar quality ingredients.

**Responsible Service of Alcohol**

In accordance with the Liquor Licensing Act, Café Matteo staff reserve the right to refuse to serve alcohol to guests under the age of 18 and guests who are intoxicated.

**Deliveries**

Delivery is available 6 days a week, Monday to Saturday. Delivery charges may apply. Please ask your Café Matteo staff member at the time of booking.

Please ensure delivery access is always available to your location. A mobile phone contact needs to be provided at the time of booking, and please ensure that mobile phone is switched on. If access is not available at agreed time of delivery, the driver may have to return at a later time resulting in an additional delivery fee, or the delivery may be cancelled at the discretion of Café Matteo. Payment of the invoice will still be required.

Date:.....

Name:.....Signature:.....

Position Held:.....Company:.....

Credit Card No.....Expiry.....CCV.....