

BELLA CATERING AND EVENTS

TERMS AND CONDITIONS 2018

Trading Hours and minimum requirements:

- All deliveries Monday to Friday between 6:30am – 4:30pm
- Deliveries after 4:30pm Monday to Friday will incur a late delivery fee of \$30.00 + gst for every hour past 4:30pm
- All Saturday deliveries will incur a \$30.00 + gst delivery fee, per delivery drop (to Sydney CBD, Upper and Lower North Shore and Macquarie Park). Higher delivery fees may apply to other areas.
- All Sunday deliveries will incur a \$50.00 + gst delivery fee per delivery drop (to Sydney CBD, Upper and Lower North Shore and Macquarie Park). Higher delivery fees may apply to other areas.
- Minimum order requirements on Saturday: \$700 + gst
- Minimum order requirements on Sunday: \$900 + gst

Delivery Information:

- Delivery times of cold and ambient foods may be delivered up to 60 minutes prior to time of delivery.
- Warm or hot food may be delivered up to 20 minutes prior to time of delivery.

Order placement and Late Order terms:

- All orders are requested to be emailed to orders@bellacatering.com.au
- Next Day orders are requested to be lodged by no later than 2:30pm the day before for cold items. Note: Certain foods require 48 hours notice.
- Hot food items from lunch and buffet menu require 48hrs notice.
- Orders placed **on the day** of delivery will incur a \$10.00 + gst late fee.
- Late orders can be placed after 2:30pm, though we cannot guarantee exact requested order. We will endeavour to fulfil request or achieve closest outcome.
- Delivery times for orders placed after 1:30pm cannot be guaranteed and will be confirmed based on availability of time slots left for the next day's runs.

Cancellation Fee's

- Hot food or Custom orders cancelled by 12:00pm, the day before delivery, will incur a 20% cancellation fee.
- Any orders cancelled after 3pm the day before delivery will incur a 50% Cancellation fee.
- Any orders cancelled on the day of delivery will incur a 100% cancellation fee.

Presentation:

- Catering will be delivered always, in disposable recycled catering boxes. If platters are required for a specific order, the request must be made when placing the order and a pick up fee is applicable for return to collect the platters.
- Platter collection fee: \$10.00 + gst per collection. All platters will be collected next business day. If the platters are not ready for collection and we need to come back another day to collect, another collection fee will be charged.
- Lost or Damaged equipment or platters will incur a replacement fee at full retail price for the item in question.

Payment options and accounts:

- Interest to be charged on Overdue accounts. A weekly rate of 1.5% will apply to all moneys outstanding after the agreed terms. Interest will accrue weekly until all overdue debt has been cleared.
- Invoices may be settled by EFT (Electronic Funds Transfer) and credit card. Cash payment can be taken but need to be of exact payment as our drivers do not carry change.

Delivery Fees by area:

See delivery table by postcode for applicable delivery fee to your area.

Events bookings and cancellations:

Corporate Event

- 30% deposit is required to confirm an event
- Refer to individual companies trading terms, as to when full payment is required.
- Final numbers are due 3 days prior to an event
- If cancellation occurs within 72 hours of the actual event, full invoice amount is chargeable.
- If cancellation occurs within 7 days out from the event, then the 30% deposit fee paid is non refundable.
- If Event is cancelled with more than 7 days notice, no penalty applies.

Private Event

- 30% deposit is required to confirm an event
- Full Payment and final numbers are required 5 business days prior to the event.
- If cancellation occurs within 72 hours of the actual event, full invoice amount is chargeable.
- If cancellation occurs within 4 - 14 days out from the event, then the 30% deposit fee paid is non refundable.
- If Event is cancelled with more than 14 days notice, no penalty applies. Deposit is refundable.