

TERMS & CONDITIONS

Definitions:

'Standing Fork' refers to the entity G Tanonef & S Tanonef, ABN 93 205 639 386
'The Client' refers to the customer booking any catering services with Standing Fork
'We, ours, us, etc.' means Standing Fork
'You, your, 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.

Prices

All prices quoted are subject to GST to be added unless otherwise stated. Prices are subject to change dependent on market prices & suppliers.

Quotations are valid for 7 days from receipt.

Bookings & Payments

A Booking Fee of \$250 (or 20% of event cost) is required to secure your booking date and is payable within 7 days. An invoice will be sent to the Client. This fee is non-refundable under any circumstances.

Menus, final catering numbers, dietary requirements and staff requirements for your event are to be confirmed 7 days prior to the event. An Event Planning Sheet (EPS) will contain these details and be approved (by signing the EPS) by the Client.

Full payment is required 5 days prior. Please arrange payment by due date to ensure services are rendered.

We accept payment by most credit cards, including Mastercard, AMEX and Visa (credit card surcharge of 2.5% applies). For payment via bank transfer our bank account details are located on each invoice.

On-site

Please nominate a person who will be the on-site contact person during the event day to assist in ensuring that set up, preparations and timings will run smoothly and any issues detailed in this document can be confirmed/discussed with this person.

A total guest count in attendance during the event is conducted as part of insurance policy. This count will be confirmed with contact person nominated. If required (where a difference of confirmed numbers and actual attendance is higher), an invoice will be issued at conclusion of the event for immediate payment.

Severe weather circumstances, natural disasters or covid19 related issues that affect any services promised by us is negotiable for charges.

Venue must have appropriate facilities to ensure catering services can be offered accordingly. Standing Fork may require an inspection of the venue prior to event. Additional charges may apply depending on location and set up requirements. Outer location fees may be applicable for long distance event locations.

Cancellations

Bookings that are cancelled less than 5 days prior to the event date for any reason, including weather, Covid-19 restrictions or any other circumstances, and any monies paid toward this booking at this stage is non refundable.

Dietary Requirements & Allergens

Standing Fork staff and suppliers prepare all food in accordance with the Food Standards set by Food Standards Australia and are HACCP Accredited. The Standing Fork kitchen and equipment used within may contain traces of nuts, egg, dairy, gluten and other know allergens. Although all care is taken by Standing Fork 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. Standing Fork will not accept responsibility or liability for an adverse reaction to any of our food by you or any guest at your event. Please inform your guests who have serious food allergies that if they are concerned that they will be permitted to bring their own allergen free food.

Responsible Service of Alcohol

In accordance with the Liquor Licensing Act, Standing Fork staff reserve the right to refuse to serve alcohol to guests under the age of 18 and guests who are intoxicated. If a Temporary Liquor Licence application is required, fees will be directly charged to the Client whether the application is successful or not.

In certain situations including functions held in public areas such as Parks and Gardens council regulations will require the alcohol service area to be fenced off from the general public. In this instance the cost of said fencing will be charged directly to the Client, including the delivery and set up charges associated with it.

Equipment

Standing Fork may arrange extra equipment you require for your event. Hire of equipment included is itemised in the quote. 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 to the Client.

Quality Control

Standing Fork does not permit other food provided by the Client or venue without prior consent as it may contravenes our Food Safety program.

Any remaining food at the conclusion of food service time is to be discarded. Left over food is not permitted to be kept by the Client.

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 endeavour 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.

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Signing of this document confirms you have read, understood and accepted all the terms and conditions herewith in booking your event with Standing Fork.

NAME: SIGNATURE:

DATE:EVENT DATE:.....

NOMINATED EVENT CONTACT PERSON:.....

