



General Terms and Conditions

Payment

A 20% Deposit is required in order to make a booking and full payment is due 3 days prior to catering. Purchase orders will be accepted from Government Departments for the estimated value of the catering at the point of the order. Any additional charges incurred during the catering will be invoiced in the week following and are to be finalised within 7 days.

For catering on public holidays a surcharge of 25% will be applied to the total invoice amount.

We accept Cash, Credit Card, EFT and in some circumstances Cheques. 2% surcharge on credit card payments.

Cancellations

Deposit will be refunded with a minimum of 30 days written notification prior to the event.

If a cancellation is made more than 10 days prior the customer may be eligible for a partial refund.

If a cancellation is made less than 48 hours prior the customers may be liable for 100% of the invoice amount.

Peak Season Cancellations

Any bookings made between November and March will require a 50% deposit to secure booking.

Cancellations less than 30 days prior will not be eligible for a refund. Cancellations made less than 14 days prior may be liable for 100% of the invoiced amount.

Pricing

Menus and prices are subject to change and availability. If there is a supply or availability issue we reserve the right to substitute menu items. Delivery/set up and travel fee may apply. Prices are inclusive of 10%GST.

Children

Please advise us of full numbers including children. At buffet, plated or service functions children under 5 years old can eat for free and 5-11 years old are charged at 70% of the menu price. 12 years and above are full price.

Required Final numbers and Changes

For buffet and service events, we require final numbers 12 days prior to the function. For platters and Finger food drop off we require 7 days prior. Any changes outside of these days may incur a 25% charge. We will do our best to accommodate any late/last minute bookings as we understand some things are not planned.

Phone: 08 9528 6587

Fax: 08 9528 6587

Mobile: 0415 547 641

Email: info@impressionscatering.com.au



Minimum numbers

For buffet, plated and cocktail menus there is a minimum order of 45 guests. Orders under this will be subject to an extra charge.

Drop offs

Platters are dropped off hot and ready to go. They are not meant to be kept warm so delivery time needs to be no more than 15-30 mins before you wish to serve the food.

Food Safety and Left-over Food disclaimer

All food must be consumed within two hours of initial serving, therefore any food consumed after two or more hours of it first being served is at the client's discretion and therefore becomes their responsibility. It is our standard practice to remove all leftover food from site. Any food that may be left after a function should be refrigerated immediately and consumed within 24 hours. Impressions will accept no responsibility for the safe handling of foods once our staff have departed.

Service staff and duty of care

Service staff are charged out for a minimum of 3 hours and in most cases a minimum of two staff per job. For circumstances out of our control, like late arrival of guests result in staff needing to stay longer than the quoted times, the extra time will be charged at the current rate per hour per staff member. Team leaders will coordinate staff breaks on jobs in excess of 6 hours.

Service of alcohol - Our RSA approved bar staff will serve your guests in a responsible, friendly and professional manner. Under the Liquor Licensing laws of Western Australia we have a duty of care to all our guests and we will not serve alcohol to those guests deemed to be intoxicated or behaving in an Antisocial manner. Identification may be requested by our staff if and service of alcohol refused to patrons under 18.

Premises Access

We will usually require access to a kitchen to prepare, platter up and heat or possibly cook Food. We require safe and clear parking and access to the premises and kitchen facilities.

Waste disposal

Rubbish cannot be transported in our catering vehicles so rubbish will be left in bins onsite. Please Advise of any specific disposal instructions. This includes any bottles or cans.

Damage to property & equipment

Any loss, breakage or damage to property or equipment caused by guests will be invoiced at full replacement costs, including associated cleaning, repair and maintenance works. Any equipment or hire items not available for collection at the designated time will be recorded as missing and invoiced as such. Charges will apply for additional equipment collections following a catering.

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Indemnity

The client must at all times indemnify Impressions Catering and its employees for any liability or claim arising for personal injury or death of any person or damage or loss of property in any way relating to the catering or persons attending the catering, except to the extent of omission, contribution or negligence by Impressions Catering

Signature _____

Date _____

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