



Impressions Catering - General Terms and Conditions

Updated 01/06/2024.

Availability

Menus and prices are subject to change and availability. All tentative bookings are subject to date confirmations and availability. Any requests for date changes after booking confirmation will be at Impressions caterings discretion and subject to availability.

Impressions Catering reserve the right to substitute food, beverage or service items subject to product availability or supply.

Pending Bookings & Quotations

Customers are asked to carefully read all the provisions of their quotation and order. Pending bookings and quotations will be held for 30 days. If we receive no written confirmation or cancellation or correspondence in this time the booking will be cancelled.

Booking Confirmation

A booking is confirmed when we receive the deposit and the signed contract or terms and conditions. Upon agreement we can accept an email confirmation if required. Impressions Catering will be under no obligation to proceed with the event if the deposit and signed terms and conditions have not been received. Refer Deposits and payments.

Any requested amendments made to the order after acceptance will be considered at Impressions Catering discretion. *

Deposit and Payments

A minimum deposit of 20%-50% of the estimated function is required withing 30 days of quotation to confirm a booking. Full pre -payment is due between 14-3 days prior to the function.

Deposits received more than 30 days after quotation is signed are subject to Impressions Catering date availability.

Any extra charges including breakages, non-returns, extended staff hours, will be invoiced accordingly following the function and are to be finalised within 7 days.

Weddings and large functions:

- A further payment of 30% of the estimated charge is required 90 days prior.
- Full payment is required 14 days prior.



Late orders

Full pre-payment is required for bookings made withing 14 days of the function date unless otherwise approved by our team.

Corporate Clients

-The balance of corporate events may be invoiced after the function with prior approval from our team.
-Purchase orders will be accepted from Government Departments for the estimated value of the catering at the point of the order. **

Pricing and other charges

Menu prices are exclusive of 10%GST (Goods & Services Tax).

Delivery/set up and travel fees may apply.

2% surcharge on credit card payments.

Prices quoted/orders more than 12 months in advance will be subject to 5-15% increase.

Any additional cost included but not limited to increased staff hours, additional guest, broken or missing equipment will be invoiced post event.

Any late payments or outstanding charges may incur a 5% interest fee.

See hire equipment for bond.

SUNDAY - A 75% surcharge applies on the staff and delivery portion and a minimum spend of \$1000 (\$2000.00 in peak periods) on food is applicable for catering on Sunday orders.

PUBLIC HOLIDAY – A 25% surcharge applies on food and a 75% surcharge on staff and delivery. In addition, a minimum spends of \$2000 (\$4000.00 in peak periods) on food is applicable for catering on Public Holidays.

We accept Credit Card, EFT and in some circumstances Cheques or Cash.

EFT payments MUST be referenced with the customers quotation, order number along with the Name of the person on the contract. EFT payments must be processed with enough clearing time to meet. Impression's payment terms. Remittance advice is to be emailed through to our office upon payment.

Required Final Numbers, Menu Selection, Dietary Requirements & Changes

For serviced events, we require final numbers & changes no less than **14 days prior to the function.**

For platters and Finger food or drop off only events, we require final notice no less than **10 days prior.**

Any changes outside of these days will be considered at the sole discretion of Impressions and may incur a 25%-85% charge.

We will do our very best to accommodate any late/last minute bookings as we understand some things are not planned. Similar substitute menu items may be supplied in such case.



Any special dietary requirements must be pre-announced in the due time. Our team will try our best to assist with any unannounced dietaries whilst onsite using what we have on hand if applicable, but we do not carry additional unordered items to cover this.

Change in numbers - Written notification of a decrease in numbers greater than 20% with less than 30 days' notice will incur a cover charge. This charge is calculated at 20% of the cost per person being reduced.

Minimum numbers

Minimum numbers are based on individual menus. These requirements are noted on individual menus. Platters are available for smaller numbers.

Children

We will require advise of full numbers including children. For buffet & Canape menus, children up to 10 years are charged at 70%. For canape menus, if you have many children then we may be able to offer a separate kids platter. For a plated/share plate menu, children up to 10 years old are charged at 70% of the menu price with an appropriate meal provided. For canape menus and large number of children (over 20% of your booking) please enquire. Children 11 years and above are full price.

Weddings & Large Events

Functions that have been quoted more than 18 months from the booking date may be subject to a price increase due to any supplier stock increases. At which point Impressions reserves the right to requote under current pricing withing the year of the event.

-Impressions offer free consultations to go over catering requirements in detail at least 3 months prior to the event date. If further planning and coordination services are required, they will be charged at \$65.00 per hour.

-A detailed list of requirements provided by your events coordinator will need to be returned in detail along with any other relevant information required to execute the catering 30 days prior.

Website use - online orders

No agreement is formed until the order has been approved and processed by our team and a confirmation has been sent.

A deposit may be required, and full payment is due 12-3 days prior to the function. Late orders within 14 days will require full payment.

We accept Credit Card online. For EFT payments you must request an invoice at checkout instead of payment.

All other general terms and conditions apply to online orders.

Refunds. Any undelivered items may be refunded or credited.

Discount codes may only be used for the specific intended offer and no other orders.

Drop off orders.

Delivery fee to your location applies based on distance of travel. Not all menus can be delivered and may require staff to heat and serve onsite and will be charged accordingly.



Platters are dropped of hot and ready to go. They are not meant to be kept warm so delivery time needs to be no more than 10 mins before you wish to serve the food.

Hire Equipment & Bond

Any loss or damages to equipment belonging to Impressions and any equipment hired on your behalf for use at the function will be the responsibility of the customer. Impressions will not be liable for any injuries arising from the hiring of this equipment and reserves the right to charge a \$100-\$500 bond equipment hired. This will be considered at the sole discretion Impressions. This bond will be due to be paid 7 days prior to the function date. The bond will be reconciled post event.

Cancellations

Cancellation of any booking must be received in writing. Impressions Catering reserves the right to withhold all, or part of any monies paid to cover costs incurred including but not limited stock, production, labour, overheads and administration. Cancellation terms and charges are as follows.

Cancellations more than 30 days prior to event date: 20% of total invoice amount will be charged.

Cancellations between 12-30 days prior: 50% of total invoice amount will be charged.

Cancellations less than 12 days: 100% of total invoice amount will be charged. *

Peak Season Cancellations*

For all bookings between October and March, a 50% deposit is required to secure a booking.

Cancellations made more than 30 days prior we be refunded 25% of their deposit.

All other standard cancellation periods and fees apply.

Postponement

Requests for postponement of any booking must be received in writing. Subject to availability, the rescheduled date must be made withing a 12-month period form date of postponement. Deposits paid will be carried over to the new date. Impressions Catering reserves the right to withhold a portion of the deposit or add an additional charge for administration and service costs incurred. Pricing increase will apply to current menu pricing at the postponement date.

Impressions Catering reserves the right to withhold all, or part of any monies paid to cover costs including but not limited stock, production, labour, overheads and administration.

Corporate or Business Lunch Deliveries Variances

Full pre-payment is required for bookings made withing 14 days of the function date. Purchase orders and post event payments may be accepted upon pre-approval at the sole discretion of our team.

Final numbers are required 7 days prior. An alternative direction notice for changes within a 20% variance may be pre-approved at the sole discretion of our team. Cancellations made less than 7 days prior will incur a 20% administration charge plus any additional stock, labour and production cost incurred. Less than 72 hours will be liable for 100% of the food portion invoiced.



Unforeseen Circumstances

Impressions Catering reserve the right to cancel a booking and refund deposits and pre-payments without further liability, if unforeseen circumstances such as, but not limited to, natural disasters, world pandemics, interruption to utilities and services, plant or equipment failure, industrial disputes, accidents or interruptions and unavailability of products result in Impressions being unable to deliver products or services as quoted.

Corona Virus Cancellation and postponement policies

Impressions Catering understands that no one wants their function to be affected by Covid – 19. However, whilst we are still being affected by the outbreak and changing government mandated restrictions, we have put together the following special policies. These terms and conditions offer a fair and reasonable alternative when government restrictions result in forced cancellations.

All cancellations and postponements must be received in writing.

Event Postponement: Deposits may be allocated to a rescheduled date within a 12-month period. A reasonable fee will be charged to cover administration and any production costs incurred. Pricing will be increased to current menu pricing at the postponement.

Cancellations: a minimum of 10% of total invoice amount will be charged for administration along with any additional stock, production, labour or third-party costs incurred. Cancellations made less than 72 hours prior may be liable for 100% of the food portion of the invoice.

Food Safety, Dropped off 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 shifts more than 6 hours long.

Responsible 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 and facilities

We will usually require access to a kitchen to prepare, platter up and heat or possibly cook. Food. We will require access to sufficient power, water, cover, and refrigeration. If this is not available, it may limit your menu choices. In some cases, a full mobile kitchen can be set up and will be charged out accordingly. 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.

Indemnity

The client must always 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.

Customer

I hereby agree to the terms and conditions of Impressions Catering in whole as stated above.

Signature _____ **Date** _____