



plate

Events & Catering



## Booking Confirmation

Plate Events & Catering will deliver to the client the goods and services as detailed & accepted in the Event Proposal and the following terms and conditions apply which should be read carefully:

### Payment Terms

#### Under \$5,000.00 Total

Full payment must be made at the time of booking to secure the goods & services as detailed in the Event Proposal. **A booking date is not secured until payment has been received.** \$500.00 of this payment is considered a non-refundable deposit, should a cancellation or date change be made, covering associated costs. Payment must be received a minimum of fourteen (14) days prior to the event/order date or if the booking is made within this time period, immediate payment is to be taken via Credit Card over the phone.

#### Over \$5,000.00 Total

A 25% of total amount as detailed in the Event Proposal is required at the time of booking as a down payment. \$500.00 of this payment is considered a non-refundable deposit, should a cancellation or date change be made, covering associated costs. The remaining balance is due fourteen (14) days prior to the event/order date, after confirming final numbers.

Final guest numbers are required a minimum of fourteen (14) days prior to the event/order date, after which an updated invoice will be generated for the balance of monies owing.

The balance must be remitted to our bank account using the reference detailed in our invoice no less than fourteen (14) days prior to the event/order date. If not paid, your Credit Card details as completed in this form will be charged accordingly.

If payment for any event/order reaches seven (7) days overdue in our system (as per the invoices due date), then a 5% surcharge will be added to your existing overdue invoice. This 5% surcharge will continue to be charged every 7 days until payment has been made.

We offer Eftpos and PayPal options if required. A Merchant Fee of 2.5% applies to Eftpos, Visa, Mastercard, Amex & PayPal payments.

### Notice of Events, Catering & orders

A minimum fourteen (14) days notice required for events & large scale catering. Online Ordering closes 72hrs before via our website. Late orders & bookings may be possible upon contact and we will do all we can to accommodate. Surcharges will apply for calling in staff late for prep of orders and to work on-site for events as per the Award. Surcharges will also apply for courier fees from our Suppliers for late ordering within the period. Surcharges will be itemised in your invoice.

### Cancellations, Date Changes & Refunds

A minimum seven (7) days notice prior to the event/order date is required for cancellations or date changes, including any COVID-19 Government mandates, unless enacted by Government post entering the seven (7) day notice period.

If a cancellation is made prior to the seven (7) day notice period, the \$500 non-refundable deposit component of payment is forfeit and any remaining balance will be refunded to you. If a cancellation is made within the seven (7) day notice period, 50% of payment is forfeit and any remaining balance will be refunded to you.

If a date change is made prior to the seven (7) day notice period, we will do our best to accommodate your change. No date changes can be made within the seven (7) day notice period, it will be considered a cancellation and be subject to the above policy.

We do not offer refunds outside of these stipulations, however will offer you a credit to use within 12 months.

### Event Number Increases & Decreases

Guest numbers can be increased after confirmation at fourteen (14) days, but not decreased. Invoice adjustments will be made accordingly. If not paid 24 hours prior to the event, your Credit Card details as completed in this form will be charged.

Notification of increased numbers would be appreciated as early as possible so that we can arrange the required additional food, equipment, packaging, staff and/or services. Short notice [less than five (5) business days] of a significant increase of numbers may incur additional charges as supply and labour costs will vary. Invoice adjustments will be made accordingly.

### Chef/Food on Time

We allow for extra travel time to get to every event to cover for small incidents that may occur in transit. However, the client hereby expressly acknowledges that *Plate Events & Catering* cannot be held responsible for any unforeseen circumstances such as major road incidents, road closures, floods, fire etc that prevent us from arriving on time despite our best efforts to do so. In these cases, *Plate Events & Catering* will communicate with you, the client, and advise of the circumstances causing the delay and an estimated time of arrival.

## Event Run Time

A Standard Event Run Time of four (4) hours applies to all Events unless otherwise stated in the Event Proposal or agreed upon per the menu choice. *Plate Events & Catering* will commence pack up 30mins prior to the events conclusion. If your event should go past the agreed time, you will be invoiced for the extra staff hours and agree to pay this invoice within five (5) business days. If not paid, your Credit Card details as completed in this form will be charged accordingly. If you should choose Overnight Hire for \$250.00 then we will notify you of our arrival time for the following day.

## Rubbish Removal & Clean Up

*Plate Events & Catering* employees will clean the event premises as per the venue's terms and conditions of hire or to the standard it were in when we arrived unless the client has opted for our additional clean up service and it has been included in the Event Proposal. Rubbish will be left on-site in bins provided by the venue/owner unless *Plate Events & Catering* have advised otherwise, and fees may apply if clean up beyond reason has been required. You will be invoiced for this clean up and agree to pay this invoice within five (5) business days. If not paid, your Credit Card details as completed in this form will be charged accordingly.

## Damages & Breakages

We do not ask for a bond or take a holding charge on your credit card to cover potential damages & breakages but we do ask that any and all damages and breakages that have occurred at your, the client's, event be brought to our attention upon our return to pack up or upon you returning dry hire items to us, upon which you will be invoiced for the cost of the item/s and agree to pay this invoice within five (5) business days. If not paid, your Credit Card details as completed in this form will be charged accordingly.

## Employee Conduct

*Plate Events & Catering* maintains a code of conduct and ethics, and we are serious about maintaining the highest standards of ethical behaviours in all aspects of our business. A copy of our Employee Code of Conduct is available upon request.

## Workplace Health & Safety

*Plate Events & Catering* recognises its moral and legal responsibility to provide a safe and healthy work environment for all employees, customers, contractors and visitors. This commitment extends to ensuring that our business operations do not place the local community at risk of injury, illness or property damage. Copies of the following documents are available upon request:

- Workplace Health & Safety Policy
- Certificate of Currency for Public/Product Liability
- Food Safety Supervisors Certificate
- COVID-19 Safety Plan

## Credit Card Authorisation

- Please complete for all Event Bookings, Dry Hire & End to End Event Management Services.
- Credit Card Authorisation not required for drop-off Catering orders.
- Credit Card Authorisation is kept for security only. Your Card will not be charged unless advised.

\_\_\_\_\_  
Cardholder's Name

\_\_\_\_\_  
Credit Card Type

\_\_\_\_\_  
Credit Card Number

\_\_\_\_\_  
Credit Card Expiry Date

\_\_\_\_\_  
CVC Digits

\_\_\_\_\_  
Cardholder's Signature

\*A 2.5% Merchant Fee applies to Eftpos, Visa, Mastercard & AMEX amounts and will be reflected in your invoice.

I/We understand and agree to the above terms and conditions:

\_\_\_\_\_  
Name/s

\_\_\_\_\_  
Event Date

\_\_\_\_\_  
Event Location

\_\_\_\_\_  
Client Phone Number

\_\_\_\_\_  
Client Email

\_\_\_\_\_  
Client Address

\_\_\_\_\_  
Signature/s

\_\_\_\_\_  
Signed Date

Please email back to *Plate Events & Catering*: [admin@plateevents.com.au](mailto:admin@plateevents.com.au)

