



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.** An invoice will be generated for the booking with the due date being 7 days thereafter. If payment is not received, your booking will be forfeit. \$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 made via Credit Card when the invoice has been sent.

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. An invoice will be generated for the booking with the due date being 7 days thereafter. 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. If management approve a post-pay account, a 10% surcharge will be applicable to your invoice.

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 48hrs before via our website. Late orders & bookings may be possible upon contact and we will do all we can to accommodate. A surcharge of 20% will apply to all orders placed within the fourteen (14) day period to cover associated costs relating to rostering additional staff required as per the Award and for courier fees from our Suppliers for late ordering within the period as many of our ingredients are sourced from remote Aboriginal communities. Surcharges will be itemised in your invoice.

Cancellations, Date Changes & Refunds

A minimum fourteen (14) 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 fourteen (14) day notice period.

If a cancellation is made prior to the fourteen (14) day notice period, the non-refundable deposit component of payment is forfeit and any remaining balance will be refunded to you. If a cancellation is made within the fourteen (14) day notice period, 75% of payment is forfeit and any remaining balance will be refunded to you.

If a date change is made prior to the fourteen (14) day notice period, we will do our best to accommodate your change. No date change can be made within the fourteen (14) day notice period, it will be considered a cancellation and be subject to the above. No more than 2 date changes may occur for the same event or further administrative charges will apply.

We do not offer refunds outside of these stipulations, however will offer you a credit to use within 6 months at our discretion.

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 will incur an additional charge of 20% 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 and accept the menu conditions as outlined in the selected menu:

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

