

MILLIE J AND CO

HIGH TEA & CROCKERY HIRE

High Tea and Crockery Hire Terms & Conditions

1. Bookings

High tea reservations are essential. Please call our bookings manager from Monday to Friday, 9 am to 2 pm, and weekends Saturday to Sunday 8am till 12pm on 07 47748298. To avoid disappointment, bookings must be made via the bookings manager over the phone or in person for all high tea bookings. 15 people or less require a minimum of 48 hours' notice prior to the event and for 15 or more guests require a minimum of 7 days' notice. High Tea packages commence at \$40 per person. Please speak to the bookings manager for all enquiries regarding your booking. Please note that instore menus may be updated before online menus.

- To secure your booking a 30% deposit is required. All booking enquiries that have not paid a deposit are considered as tentative and are subject to "first comes first served" policy.
- If you have a tentative booking and another party is interested in the same date and pays their deposit first, you may lose the spot. *Note: Payment of the holding deposit is the only way to secure a booking.*
- Once the holding deposit has been paid your booking will be confirmed.
- The balance must be paid in full at least 5 days before the date of your event or function unless alternative arrangements have been made.
- High Tea & Crockery Hire bookings can be booked up to 3 months in advance.

2. Refunds & Cancellations

When you pay a deposit, we no longer accept requests from other potential clients (for the services you have reserved). To protect traders from ungentle bookings, potential loss of income and to compensate for the time and expense devoted to the transaction, traders can retain a deposit in case of a cancellation. This policy is the same across the entire events industry.

Cancellation Schedule:

- The client may cancel a booking but will forfeit all booking deposits.
- Cancellations between 14 and 5 working days prior to the event will incur a 50% cancellation fee on the invoice.
- Cancellations between 3 and 0 days prior to the event will incur a 100% cancellation fee on the invoice.
- The above cancellation charges compensate for loss of assumed income as well as potential income on specified date and also for costs incurred such as items that we order specifically for your event, food production, order preparation as well as labour and administrative costs.
- Cancellation fees will be charged to the credit card provided as security or if no credit card has been submitted, the client will settle the balance of the invoice by bank transfer within 7 days.
- Millie J will refund the entire amount you have paid to us if for any unforeseeable reason we are unable to provide our services. This clause does not cover client-initiated cancellations.
- Should Millie J be unable to provide the service (or part of) due to extenuating and unforeseen circumstances, clients may not make any claim other than a full refund of deposit.

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2a. COVID & Government Restrictions

- In the event of severe government restrictions (total lockdown or less than 15 guests allowed), you can postpone your event to a later date without penalty.
- In the event of moderate government restrictions (reduced guest numbers but more than 15 guests allowed), you can postpone your event to a later date with at least 7 days' notice prior to your event without penalty or proceed with reduced guest numbers.
- In the event of moderate government restrictions (reduced guest numbers but more than 15 guests allowed), if you postpone your event with less than 7 days' notice, a 20% fee will apply to compensate for expenses already incurred (such as time to prepare your order, expenses on ingredients for your food etc.).
- In any of the circumstances above, if you elect to cancel rather than postpone your event, our standard cancellation policy will apply.
- Cancellations due to reasons not directly related to Covid-19 government restrictions, (personal reasons, anxiety over Covid, unhappy to proceed with reduced guests, etc) the booking deposit will be forfeited, and our standard cancellation policy will apply.

3. Change of Final Guest Numbers

Should the number of the final guests change, you need to notify us at least 7 days prior to the event. If guests cancel between 7 and 4 days prior to the event a 50% fee will apply. If your guests cancel within 3 days prior to the event, the entire amount is payable even if they are not attending. If your group falls below the minimum required number of guests, you will be asked to pay the minimum amount applicable to the high tea package you have selected.

4. Change of Organiser/Using a party planner:

Our service is multi-layered and for that reason we prefer to work with the same person from start to finish. If a new person/party planner takes over along the way, please forward them all existing correspondence & inform them of your booking arrangements. We will work alongside the new organiser provided they have done their homework and they understand our services and your booking.

5. Delivery, Pickup and Parking fees – High Tea Packages & Premium Crockery Hire:

All High Tea Packages as well as our crockery hire packages qualify for free delivery, setup and collection within 15 km driving distance from our base in Burdell, QLD. Deliveries beyond the 15 km will attract a delivery fee. The fee depends on location and will be quoted upon receipt of your booking enquiry. We can pick up our equipment on the same day or on the next day. Pickups on Sundays are surcharged at \$50 (groups up to 30 guests) or \$100 (groups over 30 guests) due to the increased cost of labour on Sundays. Any parking fees are payable directly to our delivery team or charged to your nominated credit card. Please note: delay in return of the hire items without prior arrangement will incur a late fee of 20% of your order total per day.

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5a. Parking

We ask for a parking space for delivery and collection of equipment. If you are unable to provide parking and street parking is not available, our delivery team will use a pay station (if a pay station is within range) in which case you are required to cover the parking fees. If you haven't made any provisions for parking and our team has to keep driving around in hope to find a spot, this may delay the starting time of your event. Please take this into account we can't be held responsible for circumstances outside our control.

6. Credit Card Bond

All bookings require a valid credit card as security. There will be no charges to the credit card provided unless in accordance with paragraphs 2 & 3 or if the value of damaged/lost items exceeds the damage bond. The charges for each damaged or lost item are outlined at the end of this page.

7. Chargebacks

If you believe you have been incorrectly charged you should speak to us first. False credit card numbers and chargebacks to avoid paying for received services or for damaged items will be reported to the authorities.

8. Cleaning of China and Silverware

Our China is valuable, old and rare. Leftover tea and food can cause permanent stains. We ask you to help us preserve the beauty of our China. If you have booked a High Tea with us, items should be washed by hand in cold water and a care sheet will be provided. There should be no tea residue and scrap food present, or a \$100 cleaning fee will apply. All liquids and food scraps must be removed and settings completely dried and wrapped in packaging provided. *If you have booked crockery hire, you need to hand wash all items with soap and water prior to collection.* Strictly no dishwasher because it will damage the delicate China!

9. Delivery and Collection

Millie J and Co will deliver & setup the day prior to your function or early in the morning on the day of the function in line with the arrangements made between you and Millie J and Co. Equipment will be collected at the end of your function or the next day as per arrangements between you and Millie J and Co. At least one person from the hirer's end must be present during collection of the equipment.

9a: Pickups and Returns (Crockery Hire Bookings)

The hirer must account and inspect all items upon delivery/ collection to ensure complete satisfaction. Millie J and Co will not be in position to make amends in the unlikely event of human error or malfunctioning equipment, as no staff are available on weekends to deliver/exchange hire items.

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10. Items found after the function.

If a lost item is found after the collection, it is your responsibility to return the item to our premises.

11. Food quality

The food we provide is prepared by qualified staff in a professional kitchen using the freshest ingredients. Millie J and Co have taken all reasonable steps to ensure our food meets all health requirements & quality standards.

12. Food allergies

It is your responsibility and the responsibility of your guests to disclose any food allergies. We cannot cater for every diet/food allergy and guest discretion is advisable.

13. Damaged items

None of Millie J and Co's equipment is to be changed, altered, cut or removed in any way.

Sparklers/ candles glitter or confetti are not to be used on any of the linen provided for hire from Millie J and Co.

In the event of any burn holes or marks found, the Client will be responsible for the full replacement costs.

We understand accidents do happen. If any items are lost, damaged, stolen or broken we will ask for you to cover the cost to replace them. Lost or damaged equipment will be charged at replacement value. If damage, or loss occurs, the value of the items is charged as follows:

- Teaspoon, Cake Fork, Sugar Tong, \$15/piece
- Classic Champagne/Wine/Water Glass: \$12/piece
- Crystal Champagne/Wine/Water Glass: \$25/piece
- Teapot: \$180/piece
- Cake Stand: \$120/piece
- Teacup, Saucer, Cake Plate, Sugar Bowl or Milk Jug: \$100/piece
- Other Sets Teacup, Saucer, Milk Jug, Sugar Bowl, Side Plate: \$45/piece
- Other Sets Tea Pot, Cake Stand, Serving Platter, Sandwich or Cake Plate, Tablecloth: \$50/piece
- Miscellaneous Items: POA

If you are unsure of any of the terms and conditions set out in this document please talk to Millie J and Co before placing a booking:

07 4774 8298

milliejcafe@gmail.com