

MILLIE J AND CO

CATERING

Catering Terms & Conditions

1. Bookings

All catering orders must be placed by 9am the business day prior to your event. It is highly recommended that you place your order 7 days in advance if you are ordering for more than 10 people or ordering multiple catering packages, or you do risk the possibility of some catering items not being able to be ordered or made in time.

To making a booking please call our bookings manager from Monday to Friday, 9 am to 2 pm, and weekends Saturday to Sunday 8am till 12pm on 07 4774 8298.

- Catering orders placed the day before are expected to be paid for when booking.
- Bookings made in advance require a deposit to secure your booking. To secure your booking, a 30% deposit is required. 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 you have ordered your catering for.
- Catering bookings can be booked up to 3 months in advance.

2. Refunds & Cancellations

When you pay a deposit, we order in certain foods to fulfil your catering request. To protect traders from ungenue 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 Information:

- The client may cancel a booking but will forfeit all booking deposits, if it is not cancelled 5 days before the date that the catering is ordered for.
- If cancellations occur, after payment is made for the catering (5 days before the catering date), the client will forfeit the full fee to cover costs of food and materials for catering.
- The above cancellation charges compensate for loss of assumed income and for costs incurred such as items that we order specifically for your catering package, 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 what has been paid by the client.

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3. Change of Final Guest Numbers

Should the number of the amount of people you are catering change, you need to notify us 5 days before the date the catering is ordered for if you want to adjust the amount of catering you need us to provide. If it is after this time, the catering order cannot be changed.

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

We deliver catering 5 days a week, 8am to 2pm Monday to Friday. There is a minimum spend of \$100 to qualify for free delivery within 15 km driving distance from our base in Burdell, QLD. Deliveries beyond the 15 km will attract a delivery fee. Catering orders under \$100 will also attract a fee, please let us know at the time of ordering if you need delivery so you can be quoted the correct amount.

We ask for a parking space for delivery of catering. 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. Please take this into account we can't be held responsible for circumstances outside our control.

Catering orders can be picked up at almost any time during our opening hours, Monday to Friday 6am to 4pm, or Saturday and Sunday 6am to 2pm.

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6. Pickups and Returns

The client must account and inspect all catering on pick-up or delivery to ensure complete satisfaction. Millie J and Co will not be in position to make amends in the unlikely event of human error, if not checked correctly at time of pick-up or delivery.

7. 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.

8. 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. If you have dietary requirements, please let us know as we can make changes to suit your needs where we can (please note: this may incur an additional cost, but this will be communicated with you). Food prepared in our kitchen may contain the following; milk, nuts, soy, eggs, wheat, peanuts, tree nuts. If you have an allergy please notify us.

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 an order:

07 4774 8298

milliejcafe@gmail.com