



ZEN CATERING TERMS & CONDITIONS

STAFF COSTS

Staff are charged from when they leave to when they return to our CBD base. This cost is included and stated in the quote. Quoted staff charge is an estimate and may vary from the final charge depending on final menu selection, guest number, venue requirement and duration of the event. Any additional staff costs will be invoiced after the event. Minimum call out fee for staff is 3 hours.

HIRE EQUIPMENT

Zen Catering can help organise any extra equipment you require for your event. All equipment included is stated in the quote. Any damage to or loss of hire equipment caused by the client will be charged accordingly and invoiced after the event.

PRICES

All prices quoted are exclusive of GST unless otherwise stated. Prices are subject to change.

DEPOSITS & PAYMENTS

All quotes are subject to availability at the time of booking. A 20% deposit and the return of the signed booking acceptance are required to confirm your booking. The balance will be invoiced upon confirmation of numbers five working days prior to the function and payment is due on or prior to the day of the function. Any additional charges will be invoiced after the event. Payments made by American Express and Diners incur a 3% surcharge.

CONFIRMATION OF DETAILS

Menus to be confirmed 2 weeks prior to the event. Menus are subject to change. Final numbers and any dietary requirements to be confirmed in writing 5 working days prior to the event. If the final numbers drop after confirmation has been made you will be charged at your confirmed numbers.

DIETARY REQUIREMENTS

Our commercial kitchen and the equipment used within may contain traces of nuts, egg, dairy, gluten. Although all care is given to ensure these items are contained, we can not guarantee that dietary requirements are met and accept no liability thereof.

CANCELLATION

Zen Catering will refund the deposit in full for cancellations made more than 31 days prior to the event. An administrative charge will apply for deposits paid with credit card. Zen Catering will retain the whole deposit for cancellations made within 30 days of the event. Cancellations made within 7 days of the event may incur additional charges for perishable goods, hire equipment and staff charges.

WASTE DISPOSAL

In accordance with food & health regulations no rubbish can be transported in the catering van and will therefore have to be left on site. Please advise our staff of where to leave rubbish.

RESPONSIBLE SERVICE OF ALCOHOL

In accordance with the Liquor Licensing Act, we reserve the right to refuse to serve alcohol to guests under the age of 18 and guests who are intoxicated.