

TERMS & CONDITIONS

Quotes are valid for one month from the date of quotation, unless otherwise stated, and only according to the specifications provided. Alterations to specifications may require quote to be reviewed and revised. No services are being held as a result of an issued quote and is subject to availability at time of request to proceed. Availability is subject to change.

- A 50% deposit is required for all orders over \$1000.00. The balance is due prior to your event date, with final numbers and dietaries being due no less than 7 days prior to your event.
- Drop off Orders under \$1000 require full payment upon confirmation of your order unless a Corporate Account is in place.

In the event that a confirmed booking is cancelled, the following cancellation charges will apply:

- *(Cancellation within 48 working hours)*
 1. Any payments already made can be held as a full credit for re-bookings. If a refund is preferred instead, a 20% fee of any payments made will be held as an administrative cancellation fee.
 2. No further penalties on any portion unpaid will apply.
- *(Cancellation made at least 5 working days prior to your event, and under the value of AUD\$5000.00)*
 1. Full refund or credit for any payments already made can be effected by notice. No further penalties apply. Refund may take up to 5 working days to be processed.
 2. Any bookings above the value of AUD\$5000.00 may incur a cancellation fee of 10% if the cancellation is not advised at least 7 working days prior to your event.



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In the case that a deposit has not been received, the applicable cancellation fee + \$100 administration fee will be charged.

These cancellation charges compensate for loss of assumed as well as other potential income on the specified date, and other costs incurred including but not limited to produce, labour, scheduling and administration.

Where possible, La Mint Events & Catering will use discretion to minimize cancellation charges and will evaluate on a case-to-case basis according to costs already incurred. Should La Mint Events & Catering be unable to provide any service due to extenuating and unforeseen circumstances, clients may not make any claim other than a full refund of payment/s made.

PRICING

- All pricing is shown exclusive of GST unless otherwise specified and does not include applicable delivery charges &/or surcharges where applicable
- Due to seasonal availability &/or significant market price fluctuations, all prices are subject to change without prior notice. Notice will be provided to the client where practicable.

STAFF

- In the event that staff are required to work longer than initially booked for, overtime will be charged at the applicable rate.
- Any overtime shall be signed off by the client at the event prior to staff departure. An invoice will be issued after the event and must be paid within 7 days of issue.



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CONDUCT AT THE EVENT

- Your event must be conducted in an orderly & lawful manner and in accordance with the conditions attached to La Mint Events & Catering licenses granted under the Liquor Act 2007.
- La Mint Events & Catering may terminate its service of your event if it reasonably deems your function is not being conducted in such a manner that is lawful & orderly &/or the event might prejudice the good reputation of La Mint Events & Catering.

EQUIPMENT HIRE

- Requests for specific delivery &/or pick up times may incur additional charges.
- Upon delivery of order, the consignee is required to sign a Delivery Docket, acknowledging the quantity and type of platters &/or equipment received.
- All equipment is carefully counted and packed before leaving our premises. Please ensure you check the equipment you have received for your event and notify us immediately to report any missing &/or damaged stock.
- The client is responsible for any loss of or damage to equipment and shall be invoiced at replacement cost.

EQUIPMENT PICKUP

- It would be appreciated that platters &/or equipment be made available for collection from a central location in a clean and reasonable condition.



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SITE INSPECTIONS

- La Mint Events & Catering reserves the right to charge the client an additional fee to perform a site inspection should circumstances warrant it.
- Upon inspection of the venue, if changes to specifications of your event brief are required, this may incur additional charges.
- Parking - In the event that unpaid secure parking within close proximity to your event cannot be provided for our vehicles, all parking charges incurred during the event will be on- charged to the client.

EXTERNAL SUPPLIERS

- From time to time Flavours may outsource a portion of the products and/or services listed on your quotation. In the event that an external supplier alters a quoted price, or revokes a quotation, La Mint Events & Catering is not liable for any additional charges related to sourcing the product/or service from another supplier on your behalf.

EVENT PLANNER, EVENT MANAGER, THIRD PARTY AUTHORITY

- In the event that you have enlisted in the services of a third party that will communicate with La Mint Events & Catering, we require a 'Third Party Declaration Form' be completed to allow this person/people to act on your behalf.
- Once the 'Third Party Declaration Form' has been completed it is understood that the listed party(s) have full permission to make decisions with regards to the event that may alter the end result; including, but not limited to: pricing, timing, dates, menu etc.



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PAYMENT TERMS

- For your convenience, we accept a range of payment methods: EFT, cheque and all major credit cards. Please note that credit card payments will incur a surcharge.
- A 50% deposit is required for all events, as well as all orders, whose value is greater than \$1000.00. The balance is due prior to your event date, with final numbers and dietaries being due no less than 7 days prior to your event.
- Drop off Orders under \$1000 require full payment upon confirmation of your order unless a Corporate Account is in place.
- Additional charges billed post event are to be paid no later than seven days after the event.
- Prompt payment is appreciated. A fee will be incurred for late payment.

RESPONSIBILITY

- La Mint Events & Catering is not responsible for any theft, damage or loss to any goods that occur in any public areas.
- The client is responsible for all loss & damage to the property of the venue where the event is conducted, including & not limited to fixtures, furnishings, goods on premises caused by or arising from any act by the client, the clients guests or other persons attending your event.

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DIETARY REQUIREMENTS

- While La Mint Events & Catering will endeavour to accommodate all dietary requirements for guests with allergies or intolerances, we cannot guarantee completely allergy free meals due to the potential of trace allergens in the production kitchen environment and within supplied ingredients.

INCLEMENT WEATHER

- In the case that an outdoor venue has been booked by the client for an event, an alternative inclement weather venue should be booked and is the responsibility of the client. Inclement weather is classified as any weather conditions that deem it unsafe or unreasonable for persons to be exposed to in an outdoor location. A decision to relocate an event to an alternate location must be made no less than 6 hours prior to the scheduled event time & once decision made, cannot be overturned or reverted. Additional charges may be incurred due to location change.
- Delivery times may be affected by weather conditions from time to time, and allowances of 15-20 mins will be granted should any delivery orders not be on time as a result of weather conditions. We will make our best endeavours to ensure that client is notified at least an hour prior to allow for any changes to scheduled break or serving times.