



# TERMS AND CONDITIONS

## 1) Acceptance

In order for the catering to be confirmed a completed booking form is required. This can be emailed or posted. Once completed and confirmed the customer is then bound by these Terms and Conditions of Trade. The terms can be changed between Spitroast.com and the Customer, by mutual agreement in writing.

## 2) Event Numbers

Confirmed numbers of attending guests (including children), are required no later than 10 days prior to the event.

Any reduction in the number of guests attending notified within 5 days of the event will still be charged at the agreed rate per person.

Extra guests can be included as long as notification is given more than 48 hours prior to the event, any extra guests will be charged at the agreed rate per person. Should the numbers exceed the confirmed number advised by the Customer, Spitroast.com cannot be liable for any shortfall of food, crockery & cutlery. The Customer will be invoiced immediately after the event for any additional numbers over the confirmed number that were not advised.

Minimum numbers apply to menus (either serviced or DIY), any reductions in the minimum numbers charged must be agreed when the booking is confirmed, or the rate charged will be based on the minimum numbers as stated in the menus.

## 3) Menu Selections & Timings for the Event

The Customers final menu selections, including any special dietary needs for guests, along with the service times for all courses, are required no later than 10 days prior to the event.

Spitroast.com will endeavor to provide menu items requested, but if due to issues outside the companies control (for example seasonal or supplier issues), will use an appropriate alternative product. Dietary needs will be met where possible, however extra charges may apply if special items need to be purchased & additional labour is required to meet the need.

## 4) Price & Payment

A deposit may be required to confirm the catering and will range from a minimum of \$300 up to 30% of the total cost of the event. The deposit due date will be shown on the invoice that has been issued to the Customer.

The menu price is shown on the menus on the website, however any agreed changes to the menus or services offered will be priced accordingly and advised to the Customer. Prices are subject to change due to increases in the costs of goods and other expenses between when the booking is taken and the event happens. Customers will be notified by email should a price increase occur.

A minimum travel fee of \$60 applies for all events. A minimum delivery fee of \$60 applies to our DIY menus.

Discounted rates apply for children, with those aged 5 to 12 years inclusive being half price, and pre-schoolers being free (those aged 4 and under, conditions apply depending on numbers). Children aged 13 and over are charged the adult price. The minimum numbers charge is based on the number of adults only.

Final payment is required 3 days prior to the event unless otherwise agreed with Spitroast.com, and an invoice will be issued to the Customer once all the final details have been provided. Payment can be made by online banking, cash, or credit card payments, which incur a 3% fee, charged on the amount payable.

Unless otherwise stated all pricing includes GST. A surcharge of 15% applies on Public Holidays, unless an agreement to waive this has been agreed at the time of confirmation.

## 5) Event Details

The Customer must provide the address for the catering and any special instructions for finding the location. Access must be provided to the site, with parking available near the set-up area for unloading and loading of the equipment and food from the Spitroast.com vehicles. Our spit roast machines and BBQ's are oversized and heavy, these are not designed to be carried long distances, upstairs, or over rough terrain. Due to health and safety requirements our teams are required to unload heavy equipment near the service site. Spit machines and BBQ's cannot be carried upstairs.

Spitroast.com works to a timing schedule & will endeavour to arrive at the appropriate time to ensure service times are met but takes no responsibility for any delays outside the companies' control, such as road works, vehicle breakdowns, natural disasters, traffic or weather conditions.

If electricity is required to run equipment (for example spit machine, fryers, mixers etc) the customer must provide access to electricity. Access to water must also be provided by the Customer.





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For outdoor events the Customer may be required to provide shelter, particularly from wind which effects the running of the spit machines & other equipment, this can cause issues with the buffet set up. Also Shelter is needed from rain and/or hot sun which may be required to protect the staff working in the conditions and the quality of the food provided. If the event is in a dark area, the Customer must supply adequate lighting for the service areas, including the buffet area.

The service times provided by the Customer are required to be adhered to. If the timings change & are running late (for example due to speeches, or late arrivals) then an additional charge will be invoiced based on a rate of \$35 per staff member, per hour or part thereof, for the additional time required to be on site. Spitroast.com can also not be held responsible for overcooked or spoiled food due to any delays incurred by the Customer.

Spitroast.com quantities of food are based on 20 plus years of industry experience calculated on the average appetite, we take pride in not running out of individual food items. However in situations where there are a lot of large eaters, or a particular item proves very popular over other items on the buffet, Spitroast.com cannot be held responsible if items do run out.

Spitroast.com takes no responsibility for any food or drink items provided by the Customer, unless prior agreement has been made for this.

If there is leftover food available at the end of the event the Customer is welcome to this, subject to food safety standards being met. It is the Customers responsibility to advise the staff at the event that the leftovers are required. The customer is required to provide containers for any leftovers & to ensure the food is properly cared for (refrigerated etc) once taken. Spitroast.com takes no responsibility for the quality of the leftovers once passed to the Customer.

## 6) Cancellations

If the Customer cancels the booking giving more than 3 month's notice from the event date, then a full refund of any deposit paid will be made.

If the Customer cancels the booking, giving less than 3 month's notice from the event date, then no refund of any deposit paid will be made. If the Customer makes a booking for another date the deposit will be transferred to that booking.

If the Customer cancels the booking giving less than 7 day's notice from the event date, but more than 48 hours from the event date/time, the Customer will be liable for 50% of the total cost of the event.

If the Customer cancels the booking within 48 hours of the event date/time, the Customer will be liable for 100% of the total cost of the event. This includes outdoor events that have been affected by adverse weather conditions (it is recommended an alternative indoor venue is always planned for as a contingency Plan B).

Neither Spitroast.com or the Customer will be liable for cancellation of the event due to any Act of God (for example, earthquake, flood, or storm), or any fire event.