



The Catering Buffet Co.

By Lina

MELBOURNE | CATERING | STYLING

WWW.THECATERINGBUFFETCOBYLINA.COM

2022 CATERING DISCLOSURE



THE CB CO MISSION STATEMENT

The Catering Buffet Co. - by Lina, (known as The CB Co) aspires to continue being a leading organisation in catering and event styling. We aim to deliver great quality products and services, obtaining the finest and freshest products from Melbourne's best suppliers.

PAYMENTS

As standard, a **non-refundable deposit of 50%** of the catering services is required within 48 hours.

Full payment is due one week prior to the event. The catering co-ordinator will be in contact with you on the Monday before your event to finalise your order.

If the 50% deposit is not paid within the 48-hour timeframe, The CB Co reserves the right to release the desired date (unless specified otherwise).

Payments can be made by direct bank transfer, EFT/Credit card or cash payments. *Receipts will be issued once banking is reconciled for end business day.

All Menu pricing reflects GST free, however, GST will be applied to all quoting/ invoicing

Catering services – a booking fee of \$295.00 for catering services to secure a date. The booking fee of \$295.00 will then be deducted from the final invoice, this is to ensure the date, time, and possible staff is secured.

A standard delivery fee will be applied to all off-site deliveries. An additional travel fee may also be included depending on distance and tolls incurred.

CONFIRMATION

All quotations and confirmation documents MUST be confirmed within 48 hours, otherwise The CB Co reserves the right to release the desired date. Final numbers* of attending guests are required to be confirmed 10 days prior to the scheduled event.

If final numbers of guests increase or decrease by 10% of the original quoted amount, The CB Co reserves the right to re-quote the final quotation

CANCELLATIONS OR CHANGES – REFER TO T'S & C'S

We would be disappointed if your catering was to be cancelled, however we realise that circumstances occasionally make this necessary. All cancellations of catering services must be advised in writing. If the catering is cancelled, the following conditions will apply:

- If cancellations are made within 7 days of your event, the full payment of the invoice in place will be required.
- If cancellations are made 8 days and prior of your event, the deposit of 50% will not be refunded and a credit note will be issued for all monies paid towards The CB Co catering services.

The CB Co will provide a cancellation and/or administrative fee, evaluated on a case-by-case basis, relating to food, labour, date reservations and costs already incurred.

Any amendments to your order must be in writing, unless otherwise specified. The CB Co team requires 5 days' notice for any changes made to your order.

The CB Co reserves the right to deny any changes to be made, if a 5-day notice is not given



EQUIPMENT HIRE & RETURNS

The CB Co allows clients to hire equipment for use during their function. The CB Co requires 10 days' notice if you any equipment is to be hired for the event.

All hired equipment MUST be cleaned and returned 3-5 business days (Monday – Friday, 10:00am – 3:00pm) post event.

An appropriate fee will be charged to the client for non-returns of hired equipment and all presentation trays/equipment.

The client is financially responsible for any damage sustained.

A complete replacement fee will be issued for all lost, stolen, or broken equipment

COVID-19 POSTPONEMENTS, LOCKDOWNS AND CANCELLATIONS

It is possible that restrictions may be put in place by the State or Federal Government bodies when there is a surge in COVID-19 positive case numbers or a high amount of exposure sites. This could happen in the winter months or the summer months. Outbreaks cannot be predicted and could happen at any time. If your special occasion is affected by COVID-19, the following terms will apply: We reserve the right to postpone the booking if our venue and facilities are closed due to circumstances beyond our control. Once we are authorised by the relevant Government bodies to return to business as usual, your catering order will be rescheduled. It is not classified as a cancellation of The CB Co Once you have committed to a date, you agree to abide by any restrictions that are in place at the time of your special occasion. The CB Co do not accept any liability if you choose to disobey the government restrictions in place at the time of your special occasion if you choose to use our catering services. We are bound by law to follow any Government guidelines surrounding the safety of our guest and staff, and to assist with limiting the spread of COVID-19.

Your deposit will not be refunded if you choose to cancel your special occasion rather than postpone. If you choose to cancel your occasion, a credit note will be issued for all monies paid to The CB Co and will be valid for 12 months from the original invoice date (please see credit note terms & conditions).



CREDIT NOTE AND VOUCHERS T & C 's

The following conditions apply to all credit notes and vouchers from The Catering Buffet Co., Cucina 5 and Fresco.

- It may be used one time for full amount or more than once at minimum \$150.00 increments.
- The credit notes/vouchers can be redeemed towards payment for catering services only (excluding Cucina No. 5 / Fresco) until the value of the Voucher is exhausted up until the Expiry Date of the Voucher.
- The credit notes/vouchers are valid from original date of invoice for 12 months.
- If the voucher can be used one time only you must redeem the Voucher in one booking only. Any amount not redeemed in that booking will be lost and no credit will remain
- The credit notes/vouchers are non-transferrable/non-refundable the client named on the voucher must be the client booking The CB Co service.
- Treat credit notes/vouchers like cash. Any lost or stolen credit notes/vouchers will not be replaced.
- Credit notes/vouchers cannot be used for catering services during peak seasons i.e., Christmas and public holidays.
- Catering orders and Event bookings are subject to availability at the time of booking. No preference or priority is given to individuals that are in possession of credit notes/vouchers regarding dates, deliveries, and times.



BOOKING DETAILS

Please fill out this form and return it to the catering co-ordinator you have been liaising with for confirmation.

The Catering Buffet Co. By Lina is delighted to host your upcoming special occasion to be held on:

___/___/___

CLIENT DETAILS:

First Name: _____ Surname: _____

Mobile Number: (____) _____

Email: _____

Address: _____

Suburb: _____

Postcode: _____

CATERING DETAILS:

Start Time: ____: ____ am / pm Approx. Finish Time: ____: ____ am / pm

Occasion: _____

Venue: _____

Address: _____

Suburb: _____

Postcode: _____

FINAL CONFIRMATION:

I, _____ (client name) fully acknowledge, understand, and accept these terms and conditions stated above.

Client Signature: _____

Date: ___/___/___