



TRUFFLEPIG
catering & events

Terms & Conditions

Please sign and return to Trufflepig Catering & Events (info@trufflepig.com.au)

Staffing

Waiters and kitchen staff \$45 per hour with a minimum of three hours. Chefs \$55 per hour with a minimum of three hours. Public holidays will incur a \$15 per hour additional charge per staff member. Travel costs are charged if staff are to travel further than 1 hour from our base in Pyalong.

Payments and guest confirmation

A 50% deposit is required to secure your booking and must be paid at least 12 weeks in advance for weddings, and 3 weeks in advance for other functions. Booking dates are not confirmed until the deposit is received.

The deposit is based upon the original guest numbers provided by the client and confirmed in the quote. By paying the deposit, you agree to the details outlined in this document.

Guest numbers must be confirmed 16 days prior to the event date. The balance of payment must be paid 14 days prior to the event and will be adjusted on final guest numbers, hire equipment, staffing changes, etc.

Payment is by bank transfer or cash. We do not accept credit cards or cheques.

Hiring equipment

Unless otherwise stated, our quotes and invoices exclude kitchen equipment and crockery and cutlery hire. If kitchen equipment or crockery and cutlery are required, we can organise but we charge a 10% handling fee on top of the hire cost. As an alternative, you can hire the kitchen equipment yourself, however we must agree to the type and size of the equipment beforehand.

You can also hire crockery and cutlery yourself. Our staff will rinse the crockery and cutlery and place back into original hire crates/ boxes, so please ensure this is suitable with your hirer.

Cancellation

We understand sometimes things happen which may call for an event to be cancelled.

Where an event is cancelled 60 days or more from the event date, your deposit will be refunded in full.

If cancellation occurs within 59 to 30 days of your event, your deposit will be refunded minus a 15% administration fee. The administration fee covers all work undertaken on your event to date (for example communications, menu planning, staffing, etc.) as well as the lost income for that date.

If cancellation occurs within 29 days of the event date, your deposit will be forfeited.

If cancellation occurs within 10 days of the event date, no refunds are made.

In the case of a health crisis akin to the Covid-19 2020-21 pandemic we will offer you the opportunity to postpone to a mutually agreed date within the following 12 months and hold your deposit, however this must be confirmed at least 10 days from the event date.

If we cannot agree on a new date within the 12 months we will refund your full payment minus a 15% administration fee. This fee covers all work undertaken on your event to date (for example communications, menu planning, staffing, etc.) as well as any equipment/produce purchased.

Any requests for postponement made within 10 days from the event date, will be considered as a cancellation and the above policy will apply.

Trufflepig Catering & Events reserve the right to withdraw from an event if we believe the event does not meet Federal or State guidelines and health orders, and puts our staff at risk. The above cancellation terms apply in this circumstance.

Dietary allergies and requirements

Although we do our best to cater for guests with dietary **allergies**, there are some requirements we are unable to cater for. For some dietary **preferences**, there is an additional fee per head if a different menu is required. We will discuss this with you. Dietary requirements must be finalised 16 days in advance of the event.

Availability of ingredients

We use local and seasonal produce but sometimes ingredients are unavailable. We will inform you asap if this occurs and offer a delicious alternative.

The Trufflepig Van

It is the client's responsibility to ensure available access for the Trufflepig Van to and from the venue. If Council trade permits are required, you are responsible for organising and paying associated costs. It is your responsibility to ensure access to onsite electricity either via mains power or reliable generator source, and access to hot water. The Trufflepig Van only travels within one hour distance of our base.

I confirm that I have read and agree to the above Terms & Conditions:

Name

Signature

Date