

Terms and Conditions

Quotations

Quotes provided will be inclusive of all costs including GST

All pricing is upfront with no hidden fees.

Quotations are valid for a two (2) week period and prices may vary after such time.

Booking

A \$1000 non-refundable deposit is required to confirm the client(s) requested date and is payable within two (2) weeks of the quotation date.

The booking is not confirmed until both the deposit and the signed agreement have been received. Marbull Catering will then send the client(s) a confirmation email. The balance will be invoiced upon confirmation of numbers 7 working days prior to the function and full payment of the function is required prior to the event date, unless other arrangements have been made previously. Any additional charges will be invoiced after the event.

Dates will not be held for any longer than two (2) weeks.

Payments

Payments can be made by direct debit.

Payments can be made by credit card but will incur a 2.5% surcharge.

Marbull Catering does not accept cheques unless by prior arrangement.

Payment plans are available on request.

Balance of the invoice is required to be paid in full seven (7) days prior to the function date.

Overdue invoices will incur an overdue fee.

Marbull Catering reserves the right to cancel an event if payment in full has not been received before the date of the event.

Confirmation of Details

Menus are to be confirmed two (2) months prior to the event.

Final numbers and dietary requirements for functions are to be confirmed 10 days prior to the event. If the final numbers decrease after confirmation has been made you will be charged at your confirmed numbers.

Any additional charges will be invoiced after the event.

Public Holidays

Functions booked on public holidays may incur an additional surcharge.

Transfer Date

Any change of date must be requested in writing and shall be at the discretion of Marbull Catering. Requests to transfer function dates are subject to availability.

Transfer of date will only be allowed once.

Cancelations

All cancelations must be confirmed in writing by Marbull Catering. If cancelation occurs;

> 365 days prior to the event date, the deposit is refundable.

< 365 days prior to the event date, the deposit is 100% non-refundable.

Functions cancelled within fourteen (14) days of the event date will be charged the full value of the previously agreed invoice.

Marbull Catering reserves the right to cancel the booking and retain the deposit if the balance of the function cost is not paid in full fourteen (14) days from the event date.

Indemnity

Marbull Catering is not liable for any loss, damage, cost or liability suffered or incurred, directly or indirectly by or in connection with the event.

Unforeseen Circumstances

In the unlikely event of Marbull Catering's inability to comply with any of the provisions relating to the Management of the event by virtue of the cessation or interruption of electricity or gas supplies, plant or equipment failure, unavailability of stock, access restrictions due to fire, flood or other unforeseen contingency, accident, natural disaster or otherwise, if possible Marbull Catering will attempt to assist with alternate arrangements.

Food Safety Requirements

Marbull Catering staff prepare and cook all food in accordance with the Food Standards set by Food Standards Australian New Zealand (FSANZ). Marbull Catering have a current Food Safety Plan that outlines our preparation and cooking methods for each of our menus. Please note that this is available upon request. Our chefs have their Food Safety Certificates in accordance with the Food Code.

Marbull Catering take great care and record all temperatures of food in the cooking and transportation process to ensure food remains at the correct food handling temperatures.

Marbull Catering prepare and cook food in a clean and maintained kitchen that has been certified by our local OH&S Council. Marbull Catering work in accordance with the OH&S rules and regulations to prevent cross contamination (biological, physical or chemical). Marbull Catering takes no responsibility for any food poisoning without appropriate medical proof.

Marbull Catering takes no responsibility for food that has not been consumed by the clients/guests within the allocated time for food safety. Any food that has been left over and consumed without

our knowledge; Marbull Catering will not take responsibility for any persons that may become sick as a result.

Dietary Requirements

Marbull Catering staff and suppliers prepare all food in accordance with the Food Standards set by Food Standards Australia New Zealand and are fully Food Safe Accredited.

Marbull Catering kitchen and equipment used within may contain traces of nuts, egg, dairy, gluten and other known allergens. Although all care is taken by Marbull Catering to ensure these items are contained, we cannot guarantee that all dietary requirements will be met. Whilst we understand the serious implications of reactions to allergens and will endeavour not to cross contaminate your food, Marbull Catering **will not** accept responsibility or liability for an adverse reaction to our any of our food by any guest. Please inform any of your guests who have serious food allergies that if they are concerned that they will be able to bring their own allergen free food in some circumstances. Please check with your booking representative upon booking and they will inform the function staff of this arrangement.

Quality Control

Marbull Catering does not part cater any event, including the serving of cakes, desserts, BYO food of any nature without prior consent. This practice contravenes our Food Safety program. Please mention to Marbull Catering during the initial quote stages if you plan to supply any foods from home or relative or registered food business. Where the Client has made additional arrangements (for example an evening hog roast) Marbull Catering will require a Food Disclaimer Form to be completed and returned no later than one month prior to the event.

Crockery & cutlery

Marbull Catering does not provide crockery and cutlery for guests, this is the responsibility of the client if the event is held at a venue where there are no available crockery and cutlery. Marbull Catering is happy to advise business that can supply such equipment.

Venue Setup

Is the responsibility of the client. Including erection of chairs, tables, laying of tablecloths, cutlery, plate ware & glassware. Marbull Catering can advise on appropriate ware for menu selected or can provide this service by prior arrangement.

This is the case if at a venue that it is not inclusive it in their packages.

Water

Water must be available onsite. The client must ensure Marbull Catering has immediate access (hose is ok) to water from the location of the caterer's marquee or location.

Menus

Images on our website and marketing material are styled for presentation purposes, and may not be indicative of the presentation of particular items ordered by the Client. Menus are subject to change according to seasonal and supplier availability. We do endeavour to alert clients to any changes however, this is not always possible and in some instances some products may be substituted for similar quality ingredients.

Copyright

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Equipment

If in the event of a power surge/outage, natural disaster or any other unforeseen event that may damage Marbull Catering equipment. The Client agrees to pay for any loss or damage to any equipment. The client shall be responsible for the cost of making good any damage or loss caused to any venue booked on behalf of the client and Marbull Catering's, furniture, fittings and equipment arising out of and in the course of the client's events.

This includes hired or private equipment left prior, during or after the event. Should the Fire Brigade or any other emergency services be called in response to an alarm set off by any equipment or guest actions, the client will be liable for the charges incurred by the operation.

Liability

Marbull Catering accept no liability under any claim whatsoever (be it by negligence or otherwise) arising from any loss over the figure of the existing Marbull Catering Public Liability Limit of Indemnity. Note that this figure, which may change from time to time, is available upon request.

Coronavirus 2019- COVID_19

Marbull Catering is registered with the NSW Government as a Covid Safe business. We have a current Covid Safety Plan and we will adhere to all rules and restrictions surrounding Covid19 as advised by the NSW Government.

All clients will be supplied with our Covid Safety Plan to read over and to ensure they are willing to abide by our plan. If this plan is not adhered to by client then we reserve the right to leave event and full payment will still be required.

We will endeavour to work with you to ensure you can have the wedding/event you would like in regards to the restrictions. This may mean changes to your original quote due to menu and staff changes.

Where the event is in a licensed venue, Marbull Catering will work with the venue and also adhere to their Covid Safety Plan and the latest rules and regulations surrounding Covid 19 and the status of vaccinations.

Where the event is in a non-licensed venue, it is up to the client to know how many people can attend in accordance to the 1 per 4 square meter rule. Marbull Catering will also find out the allowed amount of people for these venues. The client must adhere to the Public Health Orders.

Where a client does not follow these rules and Public Health Orders, Marbull Catering reserves the right to leave the event without catering and full payment will be required.

Where a client does not follow these rules and Public Health Orders, and an infringement has been given Marbull Catering will not be liable to pay this. The responsibility will fall on the client.

Where the event is in a non-licensed venue, it is the client's responsibility to provide their own Covid Safety Plan and QR code for their guests to check into. Status of double vaccination must also be recorded and guests who do not comply with the Public Health Orders must not attend.

If any repercussions or infringements are handed out at your event, it will be the responsibility of the client to pay these. Marbull Catering strictly does not accept any responsibility and will not be paying any fines.

Marbull Catering reserves the right to ask for a copy of your Covid Safety Plan before attending your event.

Wedding deposits & COVID19

If your wedding needs to be postponed due to circumstances surrounding Covid19 we will do everything we can to work with you to find a suitable date. We will honour the deposit and move it to secure your new date.

If in the event of a cancellation of your wedding altogether due to Covid19 we will refund half of your deposit.

Marbull Catering will direct transfer your funds within one month of cancellation.