

## **Terms and Conditions**

### **Complete Catering Co**

Last Updated: 16/08/2024

#### **Introduction**

Welcome to Complete Catering Co. These Terms and Conditions govern your use of our catering services. By booking our services, you agree to these terms.

#### **Booking and Confirmation**

- 2.1 All bookings must be made over the phone, in writing via email or through our website.
- 2.2 A booking is only confirmed once a deposit of 30% of the total estimated cost has been received.
- 2.3 The remaining balance must be paid in full 14 days prior to the event.
- 2.4 Any events booked within 14 days of event start time will need to be paid in full within 24 hours of placing the order and no later than 24 hours before the event start time.

#### **Online Orders**

- 3.1 Orders can be placed online through our website.
- 3.2 Online orders must be placed at least 3 working days prior to the event date.
- 3.3 Once an order is placed online, a confirmation email will be sent. If you do not receive a confirmation email within 24 hours, please contact us.
- 3.4 Changes to online orders must be made in writing at least 3 days prior to the event and additional fees may apply.

#### **Cancellations and Refunds**

- 4.1 Cancellations must be made in writing.
- 4.2 If a cancellation is made more than 14 days prior to the event, the deposit will be refunded in full.
- 4.3 If a cancellation is made less than 14 days but more than 7 days prior to the event, 50% of the deposit will be refunded.
- 4.4 No refund will be provided for cancellations made less than 7 days prior to the event.

#### **Menu and Dietary Requirements**

- 5.1 All menu selections must be finalised 14 days prior to the event.
- 5.2 We will make every effort to accommodate dietary requirements and allergies if notified at least 14 days in advance.
- 5.3 Additional fees may apply for dietary requirements.
- 5.4 While we take precautions to avoid cross-contamination, we cannot guarantee that our dishes will be completely allergen-free.

#### **Pricing and Payment**

- 6.1 Prices are subject to change and will be confirmed at the time of booking.
- 6.2 A final invoice will be issued 14 days prior to the event, and payment is due immediately.
- 6.3 Payment can be made via bank transfer, credit card, or other agreed methods.

#### **Online Payments**

- 7.1 Online payments can be made through our secure payment gateway on our website.
- 7.2 All major credit cards are accepted for online payments.
- 7.3 Online payments must be made at the time of booking to secure your order.
- 7.4 A receipt will be emailed to you upon successful completion of an online payment.
- 7.5 If there are any issues with online payments, please contact us immediately for assistance.

#### **Gift Voucher Policy**

- 8.1 **Validity and Expiry:** All gift vouchers issued by Complete Catering Co are valid for a period of three years from the date of issue, as required by Australian law. The expiry date will be clearly stated on each

voucher. Vouchers that have expired are no longer valid and cannot be redeemed for goods, services, or any other value.

**8.2 Redemption:** Gift vouchers can be redeemed for any goods or services offered by Complete Catering Co, subject to availability. Vouchers are non-refundable and cannot be exchanged for cash. No change will be given for purchases that are less than the voucher's value, but the remaining balance may be used for future transactions within the voucher's validity period.

**8.3 Conditions of Use:** Gift vouchers may not be used in conjunction with any other offer, discount, or promotion, unless otherwise stated. Only one voucher can be used per transaction unless explicitly stated in the voucher's terms.

**8.4 Lost, Stolen, or Damaged Vouchers:** Complete Catering Co is not responsible for lost, stolen, or damaged vouchers. Replacements may be issued at our discretion, provided sufficient proof of purchase is presented.

**8.5 Fraud Prevention:** Each voucher is issued with a unique code and can only be redeemed once. Any attempt to redeem a voucher with an invalid or previously used code will be refused. Complete Catering Co reserves the right to investigate any suspicious activity and to cancel any vouchers suspected of being obtained fraudulently.

**8.6 Purchasing Gift Vouchers:** Gift vouchers can be purchased through our online store. Once purchased, they will be delivered digitally via email, with a unique code for redemption.

**8.7 Amendments:** Complete Catering Co reserves the right to amend these terms and conditions related to gift vouchers at any time. Any changes will be effective immediately upon posting on our website or other communication platforms.

### **Service and Staffing**

9.1 Our service may include the provision of chefs, serving staff, and any agreed-upon equipment at an additional charge.

9.2 Any additional staffing or equipment requirements must be arranged at least 14 days prior to the event and may incur additional charges.

### **User Comments, Feedback, and Other Submissions**

10.1 If, at our request, you send certain specific submissions (for example, contest entries) or without a request from us you send creative ideas, suggestions, proposals, plans, or other materials, whether online, by email, by postal mail, or otherwise (collectively, 'comments'), you agree that we may, at any time, without restriction, edit, copy, publish, distribute, translate and otherwise use in any medium any comments that you forward to us.

10.2 We are and shall be under no obligation (1) to maintain any comments in confidence; (2) to pay compensation for any comments; or (3) to respond to any comments.

10.3 We may, but have no obligation to, monitor, edit or remove content that we determine in our sole discretion are unlawful, offensive, threatening, libellous, defamatory, pornographic, obscene or otherwise objectionable or violates any party's intellectual property or these Terms of Service.

10.4 You agree that your comments will not violate any right of any third-party, including copyright, trademark, privacy, personality or other personal or proprietary right. You further agree that your comments will not contain libellous or otherwise unlawful, abusive or obscene material, or contain any computer virus or other malware that could in any way affect the operation of the Service or any related website.

10.5 You may not use a false email address, pretend to be someone other than yourself, or otherwise mislead us or third-parties as to the origin of any comments. You are solely responsible for any comments you make and their accuracy. We take no responsibility and assume no liability for any comments posted by you or any third-party.

### **Liability**

11.1 Complete Catering Co shall not be liable for any loss or damage suffered by the client or guests, except where such loss or damage is due to our negligence.

11.2 Clients are responsible for any damage to equipment or property caused by guests.

### **Force Majeure**

12.1 Complete Catering Co shall not be liable for any failure to perform its obligations where such failure is due to circumstances beyond its reasonable control, including but not limited to acts of God, war, terrorism, and natural disasters.

**Governing Law**

13.1 These terms and conditions are governed by the laws of Australia. Any disputes will be resolved in the courts of Victoria.

**Contact Information**

For any questions or concerns regarding these Terms and Conditions, please contact us at:

Complete Catering Co

366 Victoria St, Richmond 3121

0433 395 842

[eat@completecateringco.com.au](mailto:eat@completecateringco.com.au)

ABN: 64 627 609 572