

TERMS & CONDITIONS

STAFF COSTS

Michels Catering and Events (MCE) function staff are available for booking for a minimum of four hours, as per industry standard. Public holiday rates apply to respective dates; these will be quoted upon enquiry only. Bookings including staff must be confirmed 7 days prior to the date of the event.

EQUIPMENT

MCE can arrange any extra equipment you require for your event. Hire of equipment included is itemised in the quote and includes a delivery and pick up charge. Any damage to or loss of hire equipment caused by the client, client's guests, venues or venues employees will be charged to the client and invoiced after the event.

PRICES

All prices quoted are exclusive of GST unless otherwise stated. Prices are subject to change.

DEPOSIT AND PAYMENTS

Payment is required prior to or on delivery, unless authorized in advance. We accept payment by most credit cards, including Mastercard, AMEX and Visa (credit card surcharges apply). Our bank account details are located on each invoice for payment by direct transfer, and we also accept payment by cheque.

Invoices are to be paid 7 working days prior to your event. Once final numbers are confirmed invoices will be sent for payment. Any additional charges will be invoiced after the event.

CONFIRMATION OF DETAILS

Menus, final numbers, dietary requirements and staff for functions are to be confirmed 7 days prior to the event. If the final numbers decrease after confirmation has been made you will be charged at your confirmed numbers.

Delivery only orders must be confirmed 48 hours prior to delivery. Payment is required prior to or on the day of delivery unless a Purchase Order Number has been received or by prior arrangement.

DIETARY REQUIREMENT

MCE staff and suppliers prepare all food in accordance with the Food Standards set by Food Standards Australia.

The MCE Catering kitchen and equipment may contain traces of nuts, egg, dairy, gluten and other known allergens. Although all care is taken by MCE 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 endeavor not to cross contaminate your food, MCE will not accept any responsibility or liability for an adverse reaction to 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.

CANCELLATIONS

Staffed events that are cancelled less than 72 hours prior to the event for any reason, including weather or any other circumstances will incur a fee of 100% of the final invoice. Customers who cancel staffed events during peak time (November and December) with less than 7 days' notice will be required to pay 50% of their invoice. Delivery only bookings that are cancelled with less than 48 hours' notice may incur up to 100% fee, depending on the notice given.

QUALITY CONTROL

MCE 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 your MCE booking representative during the initial quote stages if you plan to supply any foods from home or relative or registered food business. Images on our website and marketing material are styled for presentation purposes and may not be indicative of the presentation of 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.

***Packages do not include the cost of hire (crockery & cutlery) or staffing. Additional costs vary depending on style of function.**

Above are examples of what we can do, for a tailor made menu please don't hesitate to enquire.

GF - Gluten free / GFO - Gluten free option / DF - Dairy free / DFO - Dairy free option / VEG - Vegetarian / VO - Vegetarian option / V - Vegan

ORDERING CUT OFF TIMES

Wholesale orders must be received by 2pm, 2 working days prior to the day that delivery is required.

Corporate delivery only orders can be placed up to 24 hours prior to the time that the delivery is required, Monday to Friday. For example, an order required for delivery Wednesday 12 midday must be ordered and confirmed by MCE by Tuesday 12 midday. Orders for delivery Monday must be placed by the corresponding time on the Friday prior. For example, an order required on Monday at 8am must be ordered and confirmed by MCE by 8am on the Friday prior. Staffed functions require 1 weeks' notice in order to book staff and any other equipment required.

RESPONSIBLE SERVICE OF ALCOHOL

In accordance with the Liquor Licensing Act, MCE staff reserve the right to refuse to serve alcohol to guests under the age of 18 and guests who are intoxicated.

If a Temporary Liquor Licence application is required, fees will be directly charged to the Client whether the application is successful or not.

In certain situations, including functions held in public areas such as Parks and Gardens council regulations will require the alcohol service area to be fenced off from the general public. In this instance the cost of said fencing will be charged directly to the client, including the delivery and set up charges associated with it.

DELIVERIES

Delivery is available 5 days a week between 8am and 6pm on a weekday and by appointment Saturday and Sunday. A delivery fee applies based on location and the day of the delivery. Delivery fees to locations further than 30 kilometres from the MCE kitchen in Stuart are discretionary. When a preferred delivery time is unavailable MCE will ensure the delivery is made prior to the agreed time.

Please ensure delivery access is always available to your location. If a mobile phone number is provided for contact, please ensure that mobile phone is switched on. If access is not available at agreed time of delivery, the driver may have to return later resulting in an additional delivery fee, or the delivery may be cancelled at the discretion of MCE. Payment of the invoice will still be required.

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