



TERMS AND CONDITIONS

1. Bookings & Deposits

- A non-refundable booking fee of \$250 is required to secure all bookings.
- This fee covers administration and scheduling costs and will be credited towards your final balance.
- A signed booking form outlining all function details must also be returned.
- Bookings are not confirmed until both booking fee and signed form are received.

2. Pricing

- All menu prices are correct at the time of issue. Ambrosia Catering & Event Hire reserves the right to apply price increases for bookings made in subsequent years. Clients will be notified of any such changes prior to invoicing

3. Payments

- The final balance is due 7 working days prior to your function.
- Payment methods: EFT, Visa, Mastercard (1.4% credit card surcharge applies).
- If payment is not received by the due date, Ambrosia reserves the right to cancel the booking, and you will remain liable for applicable charges.

EFT Details:

Account Name: Ambrosia Catering & Event Hire

Commonwealth Bank | **BSB:** 066-167 | **Account No:** 10626919

We'll invoice you for your deposit, so please wait for the invoice before making any payment. Don't forget to include your surname, event date and invoice number as a reference.

3. Cancellations & Refunds

All cancellations must be received in writing. The following charges apply:

- More than 30 days before event: Booking fee retained.
- 21-30 days before event: 50% of estimated event cost.
- Less than 21 days before event: 100% of estimated or confirmed final cost (whichever is greater).

In the unlikely event Ambrosia cannot provide the agreed service, we will offer either a full refund or substitute a product/service of equal value.

4. Final Numbers

- Final confirmed guest numbers are required 10 working days prior to the event.
- Increases will be accommodated where possible, with charges adjusted accordingly.
- Reductions in numbers after this date may not be accepted.

5. Dietary Requirements

- At Ambrosia Catering and Event Hire, we love creating menus that everyone can enjoy. We are happy to accommodate **medical or religious** needs (e.g. allergies, intolerances, halal) at no extra cost.
- For lifestyle preferences (e.g. vegetarian, vegan, pescatarian, keto, paleo), we can cater for up to **10% of your guest**. If the number of requests exceeds this, an additional fee may apply, which we will confirm with you beforehand.



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- To ensure we can plan effectively, please provide all dietary requirements **in writing at least 10 business days before your event.**
- While we take every precaution, we cannot guarantee the complete absence of allergens due to shared kitchen preparation.

6. Children's Pricing

- Children under 3 years: free
- 3–11 years: 75% of adult price (or children's menu if available)
- 12 years and over: full price

6. Menu Tastings (Weddings Only)

- Menu details must be confirmed, and payment received, at least 14 days prior to tasting.
- Cancellations with less than 12 days' notice will incur the full cost.

7. Delivery & Access

- Delivery fees apply and are based on suburb.
- Delivery is to ground floor only unless agreed in writing.
- If access is not possible at time of delivery/collection, additional charges may apply.
- Clients are responsible for ensuring equipment is ready at ground floor for collection; failure to do so may result in additional hire charges.

8. Equipment Hire & Loss/Damage

- Equipment remains the client's responsibility from delivery until collection.
- Full replacement costs apply for lost or irreparably damaged items.
- If repairable, repair costs will be billed.
- Linen returned with burns, rips, permanent stains, or requiring specialist cleaning will incur replacement/cleaning charges.

9. Staffing

- Staffing rates and timing provided at the time of your quote may change once final event details are confirmed. Additional charges may apply.
- Staff numbers and event duration may vary depending on your menu choices, venue, and specific service requirements.
- Our chefs, wait staff, and bar staff are available at a minimum of 3 hours per staff member.
- Overtime charges apply where staff are required to stay longer than agreed, due to delays outside Ambrosia's control (e.g. late guests).

10. Food Safety

- Ambrosia is a Food Safe-accredited caterer.
- In line with regulations, any leftover food becomes the client's responsibility after staff departure. Food should be refrigerated immediately and consumed within 24 hours. Ambrosia accepts no responsibility for safe handling after this point.



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11. Alcohol Service

- Compliance with WA Liquor Laws: Our staff adhere to the Liquor Control Act 1988 (WA) and all relevant regulations to ensure responsible service of alcohol.
- Age Restrictions: Alcohol will not be served to guests under 18 years of age. Valid photo identification may be requested to verify age.
- Service to Intoxicated Guests: Service will be refused to guests who are intoxicated. Our staff are trained to identify signs of intoxication and will act accordingly to ensure a safe environment for all attendees.
- Approved Manager Requirement: At events where alcohol is served, an Approved Manager is required to be present. This individual holds a certification issued by the Department of Local Government, Sport and Cultural Industries (DLGSC) and is responsible for overseeing the sale and service of alcohol, ensuring compliance with the Liquor Control Act 1988.

12. Minimums & Surcharges

- Minimum guest numbers apply, depending on menu and suburb.
- Peak periods (November–December) may have higher minimum catering requirements.
- Public Holidays & Sundays: 25% surcharge and \$5,000 food minimum apply.

13. Parking & Access

- Client must provide onsite parking for company vehicles at no cost to Ambrosia.

14. Waste Disposal

- Waste cannot be transported in catering vehicles and will be left on site.
- If bins are hired, they must be empty at time of collection.

15. Limitation of Liability

To the maximum extent permitted by law, Ambrosia's liability is limited to:

- supplying the services again; or
- refunding the cost of the affected services.



Nothing in these Terms & Conditions excludes your rights under the Australian Consumer Law.

16. Acceptance

I have read and understood these Terms & Conditions and agree to be bound by them.

Name (Print – ALL CAPS): _____
Signature: _____
Phone: _____
Mobile: _____
Email: _____
Function Type: _____
Function Date: _____
Today's Date: _____
Billing Address: _____
Venue Name / Address (if different from billing address): _____

Privacy Statement

Ambrosia Catering & Event Hire respects your privacy. We collect your personal information, such as your name, contact details, and event information, to manage your booking and provide our services. Your information is stored securely and will only be used for purposes related to your event, unless required by law. We do not share your details with third parties without your consent.

If you would like to access or correct your personal information, or have questions about how we handle it, please contact us at 08 9591 3666 or info@ambrosiacatering.com.au