

Catering Requests Terms and Conditions

1. Placing your order and timelines

A separate order is required for each catered function or location. Please include your complete menu selection and timeline for delivery of the catering.

A minimum 3 business days notice is requested for all catering orders. Catering orders placed with less than 3 business days notice, may not be guaranteed and items may be substituted if unavailable. Late catering requests, please contact (03) 5327 9480 to confirm availability. Minimum numbers may apply to some packages and menu items.

For functions with greater than 50 attendees, a minimum of 5 working days is required.

2. Final attendee numbers and changes to orders

When placing a catering request, please realistically estimate the number of attendees you anticipate will attend your function. The minimum amount for invoicing/charging will be based on the number of attendees advised on the catering request. If numbers should alter, please advise as outlined below.

- Morning tea/lunch, confirmation of numbers required 36 hours prior
- Dinner/cocktail events, confirmation on numbers required 72 hours prior

Every effort will be made to facilitate any changes required to your catering order. Processing fees may be applied as appropriate.

3. Dietary requirements

We understand the importance of catering for specialised dietary needs. Our menu has options indicated for common dietary requirements. We can tailor our menu to suit most dietary requirements. Please advise of any special requirements on your catering request. These menu items may incur additional charges.

4. Cancellations

Catering requests cancelled with less than 24 hours' notice will incur a cancellation fee of 50% of the order total. Cancellations made on the day of delivery will incur a cancellation fee of 100%.

5. Confirmation

Tentative bookings will be held until up to three full working days prior to a function, at which time your confirmation is required.

6. Delivery charges

Delivery is included for on-campus Mt Helen, Berwick and Gippsland catering orders between the hours of 8am and 5pm. Delivery charges may be applicable on the basis of minimum attendee numbers or order value. Delivery to the Federation University SMB, Camp Street, Gillies Street Campuses or the Morwell Innovation Centre will incur a \$30 delivery fee. Please contact (03) 5327 9480 to discuss further. Additional or non-prearranged deliveries to on-campus functions may incur additional delivery charges. Charges for deliveries out of hours or to off-campus addresses will be determined on the individual catering order and also dependant on the location and parking access.

7. Commitment to food safety

The management and staff of Commercial Services as well as Hospitality and Events are committed to food safety and hygiene practices. All reasonable precautions are taken to fulfil our 'due diligence' responsibilities of providing safe food to our customers. Hospitality and Events operates under a registered Food Safety Program. Hospitality and Events will not be held liable for the health and safety of our customers for any food removed from the venue or consumed more than sixty minutes after the specified service time.

8. Breakages and loss

Clients are responsible for any costs associated with loss, theft, damage or breakages of Hospitality and Events venues or equipment on loan and in use at functions. This includes the removal of catering equipment from the event room. Loss, theft, damages and breakages will be chargeable to the client for full replacement value.

9. Equipment

Please discuss with our staff any of your equipment requirements, eg; tables, tablecloths, napkins etc; and they will do their best to accommodate your needs.

Internal clients - it is your responsibility to ensure sufficient tables are available at the venue.

13. Surcharges

A surcharge may be applicable for weekends, out of hours or public holiday functions.

14. Packages

Minimum number of attendees required for booking catering packages is 12 unless otherwise stated.

15. GST

All prices included in our menu are GST inclusive.

16. Payment of accounts

Internal clients | Please ensure relevant account code is provided at checkout when placing an order.

External clients | Invoices will be issued, with payment details outlined.

We reserve the right to request a deposit.

17. Catering platform imagery

Images associated to menu items are for illustrative purposes only. Presentation, quality and quantity may differ to displayed.

Phone: (03) 5327 9480

Email: hospitalityandevents@federation.edu.au