

Catering Requests Terms and Conditions

1. Placing your order and timelines

A separate order form is required for each catering request, location, or time of service. Please remember to include your complete menu selection and timeline for catering. A total minimum spend per delivery may be required.

A minimum 5 days notice is requested for all catering orders. Catering orders placed with less than 5 days notice, may not be guaranteed and items may be substituted if unavailable. Late catering requests, please contact (03) 5327 9480 prior to submitting request form to confirm availability. Minimum numbers may apply to some packages.

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 increase, please advise as outlined below.

- Morning tea/lunch, confirmation of numbers required 24 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. Special Dietary requirements

We understand the importance of catering for specialised dietary needs. Our menu has options indicated for vegetarian and gluten free. We can tailor our menu to suit most dietary requirements.

Please advise of any special requirements on your catering request.

4. Cancellations

Catering requests cancelled with less than 24 hours' notice will incur a cancellation fee of 50% of the order total.

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. Room bookings

Hospitality and Conferencing is able to assist with venue hire and booking for rooms and venues within the Caro Convention Centre or Albert Coates Complex.

External Clients may also contact hospitality and conferencing to discuss alternative venues and availability.

7. Product availability and prices

Due to product availability, quality and unforeseen market price fluctuations, prices are subject to change without notice. However, once an order has been confirmed by the Hospitality and Conferencing office pricing is guaranteed.

We will make every effort to provide the exact product ordered, however, product availability and/or product quality may affect this at times.

Where possible our sales staff will notify the client in advance of any necessary menu substitutions.

8. 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.

9. On consumption

On consumption beverage services may require a minimum number of 25 attendees and these functions must also be staffed with RSA qualified staff. All other functions must specify their exact requirements when placing a catering request.

10. Commitment to food safety

The management and staff of Commercial Services as well as Hospitality and Conferencing 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 Conferencing operates under a registered Food Safety Program.

Hospitality and Conferencing 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.

11. Breakages and loss

Clients are responsible for any costs associated with loss, theft, damage or breakages of Hospitality and Conferencing 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.

12. 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.

It is the clients responsibility to ensure sufficient tables etc are available at the venue. Additional costs may be applied for set-up requirements for venues other than the Albert Coates Complex or Caro Convention Centre.

13. Staffing

Staffing will be arranged as per the requirements of your function.

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

Please contact (03) 5327 9480 to discuss your requirements in detail.

14. Packages

Minimum number of attendees required for booking packages is 15 unless otherwise stated.

15. GST

All prices included in our menu are GST exclusive.

Internal functions attract no GST.

External functions will be charged an additional 10% of the menu price.

16. Payment of accounts

Internal clients | Please ensure all relevant account codes are completed on the catering request form when placing order as well as authorising name.

External clients | Invoices will be issued, with payment details outlined. Please note that GST applies to external clientele. (Menu prices are GST exclusive).

We reserve the right to request a deposit.

Phone: (03) 5327 9480

Email: hospitalityandevents@federation.edu.au