

## OPERATING TIMES

University Function Caterers' standard operating hours are Monday to Friday from 7am to 7pm. All deliveries and collections required outside these times will incur additional charges and will require a minimum order value. Catering services outside standard operating times is by prior arrangements.

## BOOKINGS, ADJUSTMENTS AND CONFIRMATIONS

The University Function Caterers office is open from 8am to 4pm Monday to Friday.

### *Initial booking request*

We require a minimum of 3 working days notification to process your booking and issue confirmation notes.

### *Confirmation & Adjustments*

Any amendments to numbers, time, location, specific dietary requirements must be advised at least two full working days before the event (48 hours). No amendments will be accepted thereafter.

### *Larger functions*

Cocktail parties & events held outside of normal operating hours or requiring service staff require at least 7 working days' notice. Final numbers must be confirmed no later than 4 working days prior to the event.

PLEASE NOTE: BOOKINGS ARE NOT CONFIRMED UNTIL YOU HAVE RECEIVED A WRITTEN REPLY FROM THE UNIVERSITY FUNCTION CATERERS OFFICE.

## MINIMUM NUMBERS

We cater to a minimum number of 10 guests.

PLEASE NOTE: THERE ARE ADDITIONAL MINIMUM REQUIREMENTS ON SOME MENUS.

## CANCELLATION POLICY

	COFFEE AND TEA	FOOD & BEVERAGE	COCKTAIL / DINNER EVENT
1 WORKING DAY PRIOR	Full Charge	Full Charge	Full Charge
2 WORKING DAYS PRIOR	50% charge of the event total	50% charge of the event total	50% charge of the event total
3+ WORKING DAYS PRIOR	No charge	No charge	No charge

PLEASE NOTE: IF THE CANCELLATION RESULTS IN A FULL CHARGE, PLEASE BE READY TO NOMINATE A DELIVERY AREA TO YOUR ORDER. YOUR DECISION WHETHER TO ACCEPT THE FOOD OR NOT WILL BE FINAL.

## DELIVERIES

### *Campus*

During operating hours, there is a delivery, collection & administration fee:

Over \$300 = no charge

\$200 - \$300 = \$15

\$100 - \$200 = \$20

Under \$100 = \$25

### *Off campus*

All off campus deliveries will incur a delivery/service charge depending on the time and distance required to deliver and collect items, starting at \$60.

A minimum order value of \$300 is required for off campus deliveries.

## DELIVERY

University Function Caterers will deliver your order 10 to 15 minutes prior to the confirmed event starting time. To ensure that your order is secure we recommend that someone be present to accept the delivery and remain there until attendees arrive. Functions in public areas should not be left unattended and University Function Caterers do not accept responsibility for missing items once they are delivered.

## LEFTOVER POLICY

Due to regulations of the Health Department and in line with industry standards, any food not consumed during an event must not be removed except by University Function Caterers staff. No credit will be given for unused food. Doggy bags are not permitted.

## PRICING POLICY

Our menu prices are based on events held on University of Western Australia Crawley campus during standard business hours – Monday to Friday. Events held on Saturday or Sunday or after hours will incur a surcharge and all pricing shall be confirmed on acceptance of your booking.

Published prices are inclusive of GST.

We reserve the right to increase prices in line with rising costs and the CPI without prior notice to clients, but will endeavour to honour quoted prices.

## EVENT ACCESS

University Function Caterers may refuse to service an event where the requested catering is on a first or second floor location that has no elevator access. This is to prevent injury to our event staff and in line with OH&S.

## MISSING EQUIPMENT

Missing or damaged equipment will incur full replacement cost. Please ensure that equipment is left packed at the delivery point. Missing items will be charged on the final invoice.

Additional costs will apply if our staff are required to return

on other than agreed times to collect equipment due to the event running late or equipment not being left in the set-up location.

## SPECIAL DIETS

A special menu is available for clients requiring special dietary needs. This menu covers vegetarian, vegan, halal, no dairy and gluten free needs.

We are unable to cater for individual diets or dislikes. Some critical medical based allergies can be catered for but we cannot guarantee that we can cater to all requests. However, we will endeavour to assist where possible. Dietary requests must be made at time of booking and will not be accepted later than 2 full working days prior to the event. Additional costs may apply for special diets.

Please note: Whilst we strive to cater to a range of diverse dietary requirements, we cannot guarantee that our foods do not contain nuts or ingredients derived from nuts.

## EVENT EQUIPMENT

All catered events will include appropriate (where applicable) disposable crockery, cutlery and paper napkins. It is the client's responsibility to provide adequate furniture and fitting for the food and beverage ordered. Any tables and tablecloths not provided by client will be charged for.

## ALCOHOL SERVICE

When alcohol is supplied at an event by us, it is mandatory under the terms and conditions of our liquor license that it is served by our staff.

It is an offence under the Liquor Control Act 1988, to sell or supply liquor to a person under the age of 18 years old on licensed or regulated premises or for a person under the age of 18 years to purchase, or attempt to purchase, liquor on licensed or regulated premises.

All prices reflected on our beverage lists are per bottle and will be charged on consumption.

No credit is given for any unused opened bottles. Opened and unused alcoholic beverages cannot be removed from the event, except by University Functions Caterers staff.

THE UNIVERSITY FUNCTION CATERERS IS PROUD SUPPORTER OF THE CONCEPT OF RESPONSIBLE SERVICE OF ALCOHOL. OUR SERVICE STAFF RETAIN THE RIGHT TO REFUSE ALCOHOL SERVICE TO AN INTOXICATED PATRON.

## WHAT WE REQUIRE FROM YOU:

*Date of the event*

*Name of the event*

*Your department | Your name | Contact details*

*Delivery address | building & room number*

*If table & linen is required*

*Any specific details such as restricted access or lifts*

*Any other details which are relevant to your event*

*Delivery time & event start | Collection time*

*Billing name and address (for invoicing)*