

Terms and Conditions

All catering is undertaken under the following terms and conditions:

Payments and fees

A completed booking form is required for all catering. All menu prices are per person and include GST. Minimum numbers specified are based on full price adults. \$200 Deposit is required to confirm booking (not required for approved Businesses). Payment is to be made in full on or prior to the day of the function.

Approved business can pay on account; the account must be opened prior to your event. Our account terms require full payment on or before the 20th of the month following your catering. Please enquire for account details.

An additional fee may be charged for difficult access i.e. No lift access, 1 floor or higher. Please advise us at the time of booking.

Kiwi Cuisine retains the right to refuse any order.

Children's prices for main course: Under 12 years 50% of main price – we provide 50% of an adult serve. Children under 5 \$1 if a plate setting is required. All other children's prices are the same as adults. A 15% surcharge applies for any catering on Public holidays. Any equipment left at the function site on your request will be on our standard hire terms and conditions and needs to be returned to Kiwi Cuisine within 24 hours. Equipment not returned will be billed to you at replacement cost.

I/We personally guarantee prompt payment of amounts payable to Kiwi Cuisine pursuant to this booking form and attached conditions. I/We understand this guarantee binds me/us personally and Kiwi Cuisine may treat me/us as the principal debtor. I have read and agree to the terms and conditions on behalf of the customer. All Accounts unpaid after 7 days of the date due will incur the highest of a \$50 or 5% penalty. An additional 2% will be added every month thereafter, that the account is unpaid.

Confirmation

Final confirmation of numbers and menu is required 7 working days prior to your function; this is the minimum number that will appear on your invoice. Due to recent price fluctuations for food and fuel products – all our menu pricing is subject to change with out notice. Prices for your event can be confirmed by calling Kiwi Cuisine 3 months prior to your event. If numbers at the function are greater than the number confirmed, we will endeavour to cater for all those attending, we reserve the right to charge for the full number attending.

Cancellation

If cancelled less than 10 working days prior to the function then the deposit is non refundable. If cancelled less than 5 working days prior to the function then the deposit is non refundable, and you will be invoiced for the full cost of the function. If cancelled more than 10 working days prior to the function we will refund 50% of your deposit (or transfer the total deposit to a future function at our discretion).

Out of town events

Travel charges of \$1.50 per km (each way) will apply to all functions out of Christchurch. This covers the costs for 1 vehicle and up to 3 staff members. For larger events additional costs may apply if additional vehicles and or staff members are required. Functions more than 70 km from Christchurch are based on a minimum catering charge of \$2000. For events more than 2 hours away from Christchurch we will provide a discounted travel quote. Depending on your menu selection additional equipment may be required on site. Any equipment hire will be the responsibility of the person making the booking. If we hire equipment on your behalf all costs will be passed on to you.

All Events

Every effort will be made to serve or deliver the meal at the set time. We will not be responsible for any cost incurred should service or delivery be delayed. If we are unable to reach the event site due to road closure, extreme weather, or other events outside our control, we will make every reasonable effort to postpone the catering until the next suitable opportunity. Any additional costs incurred by Kiwi Cuisine will be the responsibility of the person booking the event. If we are unable to reach the function venue and you are unable to organise a suitable alternative venue or time, or travel arrangements, then the function will be deemed to have been cancelled and you will be invoiced for the full cost of the function.

All menu items are subject to availability, any substitutions will be at our discretion and will be of similar or higher value. In all situations the maximum liability of Kiwi Cuisine will be limited to the total cost of the catering provided by Kiwi Cuisine. Harassment of any kind will not be tolerated in any form whatsoever. In the event of any harassment our function supervisor will inform the person who made the booking or the on-site contact person who must prevent further harassment. If the harassment continues the function supervisor will inform the on-site contact person that we are withdrawing all our staff and our catering services. We will pack and leave immediately; if suitable dishes are provided we will leave all food on-site. The event will be billed at the full original cost – no discount will be given even if arranged services have not been provided due to our early departure.

Health and safety

All care is taken by our staff to minimise the risk of injury. However, it is the responsibility of the person making the booking to ensure that children are properly supervised and all guests and visitors are kept away from potentially hazardous areas. Leftovers - Any leftovers left for you are left at the sole discretion of the function supervisor. No claims will be accepted for any discount relating to leftovers. On request excess food (that has not been on the buffet for more than 1 hour) may be left for you: all excess food must be refrigerated immediately, and consumed within 24 hours. You must advise the staff on the day at the event that the leftovers are to be packaged off for you – our normal practise is to dispose of all left overs. DIY Catering – All food is to be handled in accordance with the instructions provided. All food is for consumption on the day of the delivery within the time-frames specified. For all delivery's we aim to deliver with in 30 minutes of your preferred delivery time.

