



## TERMS AND CONDITIONS

### QUOTATIONS

Quotes are valid for 28 days and an acceptance email is required from both the client and Sitting Ducks to secure the booking. A 75% deposit is required for all private bookings to confirm an order. The balance is due within 7 days once the booking is complete.

### BOOKING DEADLINES: SMALL EVENTS

The booking deadline for smaller bookings (under \$1000) is 1 week prior.

Requests for catering after this point is at the discretion of the caterer. Last minute bookings and/or alterations of existing bookings made within 5 business days of a function will only be accepted if they can be comfortably accommodated are subject to a 15% late fee.

### BOOKING DEADLINES: LARGE EVENTS

The booking deadline for large bookings (over \$1000) is one fortnight prior. The deadline for final numbers and dietary requirements is 7 business days before the event. Requests for catering after this point is at the discretion of the caterer. Last minute bookings and/or alterations of existing bookings made within 5 business days of a function will only be accepted if they can be comfortably accommodated are subject to a 15% late fee.

### PRICES AND PAYMENTS

All menu pricing is GST inclusive. Menu item prices do not include wait staff, equipment hire or delivery charges. A 75% deposit is required to secure private bookings. Payment terms are 7 days on invoice. A surcharge of 1.5% surcharge is applied to bookings made by credit card / 4% applies for American Express.

### CANCELLATION POLICY: PRIVATE BOOKINGS

8 to 14 calendar days notice of cancellation: full deposit is refunded  
4 to 7 calendar days notice of cancellation: half of the deposit is refunded  
3 calendar days or less notice of cancellation: a quarter of the deposit is refunded

### CANCELLATION POLICY: BUSINESS/GOVERNMENT

4 to 7 calendar days notice of cancellation: 25% is payable  
3 calendar days or less notice of cancellation: 50% is payable

### SURCHARGES

Surcharges apply to all weekend functions, deliveries at (or prior to) 8.30am; gluten-free dietary requirements and orders totalling less than \$200 or for less than 10 people



#### WAITERS AND CHEFS

We can provide chefs and wait staff to ensure your function runs smoothly and professionally. Staff shifts are for a minimum of 3 hours and weekend rates apply. For general functions, 1 waiter member is required per 20 guests.

For formal dining, 1 waiter and 1 chef is required per 10-12 guests. For substantial canape functions, 1 chef is required per 20 guests. Alternate service menu options may also require additional staff.

Please see **Staff, Hire Packages and Equipment** for rates.

#### DIETARY REQUIREMENTS

We cannot guarantee that any menu item you may choose is free from any allergen. Our kitchen contains a variety of wheat, grains & nuts. We endeavour to accommodate dietary requirements as best as possible.

#### PRODUCE AVAILABILITY

Due to seasonal availability and other circumstances (whether beyond Sitting Ducks' control or otherwise), menu options may not always be available. In such cases, the client may choose an appropriate alternative. In the event that this occurs on the day of your function, an alternative will be selected by Sitting Ducks on your behalf.