



TERMS AND CONDITIONS: CATERING

OPERATING TIMES

University Caterers standard operating hours are Monday to Friday from 08.00am to 04.00pm. All deliveries and collections required outside these times will incur an additional fee. Catering services outside standard operating times is by prior arrangement and subject to approval.

BOOKINGS, ADJUSTMENTS AND CONFIRMATIONS

A booking is considered tentative once University Caterers have prepared and forwarded a quotation (or Banquet Event Order) for the client's consideration.

We understand that plans can change at the last minute. Please note the following time frames in place to ensure that you are receiving the best possible catering service.

	Minimum Notice	Confirmation
Day events/Small Events (under 50 guests)	10 working days prior	8 working days prior
Sundowners/Cocktail/Dinner	10 working days prior	8 working days prior
Minor adjustments		10:00am (two working days prior)

Bookings are not confirmed until you have received your written confirmation from the University Catering Staff.



CANCELLATION & POSTPONMENT

In the event of a cancellation or postponement, the following will apply:

	Morning/Afternoon/Lunch Events	Cocktail Event/Dinner Event
Day of the Event	Full Charge*	Full Charge + Staff Costs
1 working day prior to the event	Full Charge*	Full Charge + Staff Costs
2 working days prior to the event	50% Charge*	Full Charge + Staff Costs
7 days prior to your event	No charge	No charge
*Less any items charged on consumption		

Please note that in the event of a cancellation or postponement that occurs (01) one working day prior to the event or less, any food ordered will be prepared and **delivered to the Client as scheduled**.

DELIVERIES

University Caterers will deliver your order up to 15 minutes prior to the confirmed event start times (unless otherwise stated). To ensure your order is secure we recommend that someone is present to accept the delivery and to ensure the area is ready.

Functions held in public areas should not be left unattended and University Caterers accepts no responsibility for missing items once they are delivered.

UWA Crawley Campus

During operating hours, delivery, collection, & administration fee *from* \$35.00 per delivery will apply for on campus bookings. An after-hours fee will apply for deliveries or collections outside of the operation hours (after 4:00pm). Fee will be advised at time of booking.

Off Campus

All off-campus deliveries will incur a delivery and service fee that starts from \$60.00 per delivery, depending on the time and distance. The fee will be advised at time of booking. A minimum spend of \$300.00 is required.



LEFTOVER FOOD POLICY

In accordance with Health Department regulations and industry standards, all food and beverages remaining after the Event will not be removed from the Venue except by the University Caterers staff. No refunds or credits will be provided for any unused items.

PRICING POLICY

Pricing is reviewed from time to time and is subject to change. This includes but is not limited to, food and beverages, resources and labour. We will take every effort to finalise all associated costs related to your event prior to confirmation.

A surcharge may apply for bookings held outside of UWA, Nedlands and/or if held on a weekend or public holiday.

All prices in this document are quoted in Australian Dollar.

SERVICE STAFF

The fee to hire service staff is not included in the price of catering. The appropriate staffing levels will be advised and associated costs outlined in the proposal. Please note that additional labour charges may apply if the event runs over the scheduled time and this will be added to the final invoice.

PRODUCT AVAILABILITY

University Caterers reserve the right to substitute food, beverage or service items, in consultation with the Client, when issues arise regarding product availability or supply.

MISSING EQUIPMENT

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

Additional charges will apply if the University Caterers staff are required to return outside the agreed times to collect equipment due to the event concluding later than expected or equipment not being left in the designated location.

SPECIAL DIETS

Special dietary requests must be made at the time of booking and will not be accepted later than 02 working days prior to the event. Additional costs may apply for special diets.

University Caterers will make every attempt to identify ingredients that may cause allergic reactions for those with food allergies by labelling the items with allergen-containing ingredients.



While we take reasonable precautions, we cannot guarantee that any item is completely free from traces of allergens. University Caterers will not assume any liability for adverse reactions to foods consumed.

ALCOHOL SERVICE

When alcohol is supplied at an event by University Caterers, 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 unused opened bottles. Opened and unused alcoholic beverages cannot be removed from the event, except by our staff. The University Function Caterers is proud supporter of the concept of responsible service of alcohol. Our service team retains the right to refuse alcohol service to an intoxicated patron.