

EVENT CONTRACT PROPOSAL

**C O V E CATERING
AND EVENT HIRE**

1. Payments

1.1 Your deposit and remaining balance payments are due no later than the respective due dates noted on your invoice. If a deposit or final payment is overdue or not paid, a late fee may be required or cancellation. By making a small payment via card or deposit to the Commonwealth Bank account of COVE Catering and Event Hire, you've secured your booking. All deposits that are paid are non-refundable. If there are any payment disputes, the decision of COVE's accountant and bookkeeper is the ultimate and final decision made. Once you have made a payment, you have agreed to our terms and conditions.

Please note WE DO NOT offer refunds for grazing box cancellations, picnic or grazing table cancellations or change of mind. A credit note can be offered for these circumstances.

2. Stolen, Lost or Broken Goods

1.2 If for any reason an item of COVE's is broken, you must report to your event caterer immediately. A staff member will attend the site to clean up any broken glass or ceramic and remove the item. If an item is broken no attendees of the event are to touch or clean up the product. A payment will be required to cover the costs of the broken item. The caterer will give further details regarding the payment when on site. An invoice will be sent to your designated email address or phone number if you're unable to pay the fee on the day of the event.

1.3 If you or any of the attendees of the event steal an item from COVE's grazing table, picnic or platter a fee will be invoiced to your email address or phone number. Failure to pay the stolen fee will result in legal matters. COVE Catering and Event Hire staff members have a stock checklist that is completed before leaving the site and then again when packing the boards up. The staff member will be able to see immediately if there is an item missing in the stock list and you will be questioned on site.

1.4 If an item is lost through the duration of your event, you are required to contact your event caterer as soon as you realise an item is lost. The caterer will attend the site and discuss the matter further with you. You will receive an invoice to your designated email address or phone number urging you for the payment. Failure to pay the fee will result in legal matters.

Inventory Stolen, Lost or Broken Goods Replacement Costs

Item:	Cost per piece:
Glass Goblet	\$8
Linen Napkin	\$3
Placemat	\$5
Coaster	\$4.5
Plate	\$3
Rug	Cost will be quoted
Cushion	Cost will be quoted
Umbrella	\$200
Knife/Fork/Spoon	\$2.5

3. Cancellation Policy

1.5 A minimum of ten days is required if you need to cancel your upcoming event. Failure to meet this requirement and you cancel outside of this time frame a cancellation fee will be required. Your event loss is our loss as well as we try to take on as many bookings weekly as possible. The cancellation payment is required on the day of cancellation. Failure to pay the fee will result in legal matters. Please note for any cancellation, refund is NOT an option, however credit note or postponement will be offered.

4. Public and Food Liability

1.6 As a caterer our responsibility is to ensure every food item we place on a board for our customers is food safe and meets all the rules and regulations of food standards. Food preparation will always be supervised by a registered and awarded Food Health and Safety Supervisor awarded under the NSW law. If for any reason an attendee falls ill on the day of eating COVE's food we will get legal representatives to investigate the situation further. COVE Catering and Event Hire, uses food safe methods preparing, travelling and during the event. If the food is outside on a warm day food safe ice packs will be stored under the boards to ensure food is safe to eat. Travelling to the event, all foods are separated into correct containers or bags whether it's cold or hot food. Cold foods are stored in an insulated carry bags with plenty of cold packs. Hot foods can't always be guaranteed they will still be oven hot when served to eat as we can't transport an oven with us, but we can guarantee the food is safe to eat as its been kept in heat proof containers and or bags. Public liability is in place in case of a food related incident.

1.7 Public liability is in place in case of an incident regarding our event. COVE Catering and Event Hire will not be held accountable for any individual incidents. We are a caterer for your event but don't hold any liability to the location of the event and the surroundings. If you were to fall, the location or item in the way is liable for the incident.

COVE Catering and Event Hire will be held accountable if an incident regarding our food and any items are the fault towards an incident. Legal and professional action will take place if an incident occurs. The event caterer is to be contacted immediately if anything harmful occurs.

1.8 COVE Catering and Event Hire try to cater for all dietary requirements and needs. We do stress though to all our customers we can't 100% guarantee that the foods will be allergy free. Our boards are share platters and all contains finger food. COVE will not be held liable if anyone gets sick due to allergies. If we are aware of allergies and dietary requirements we will separate them from everything else but we can't guarantee it will be safe. The separate platter will be labelled so everyone is aware that it's GF, DF etc. Staff will wear and change gloves when preparing the separate dietary platter. Guests touching foods and then picking up something from the separate platter will contaminate the foods and will no longer be allergy free. We don't know what the guests have previously eaten before attending the party, if they then touch and eat food from the separate dietary required platter all the food will be contaminated. If anyone does get sick, COVE Catering and Event Hire need to be advised but cannot be held liable for any illness regarding allergies.

5. Weather

1.9 Sunshine unfortunately is not always in our favour on the day of your special occasion. If we have rain, hail, extreme wind or extreme heat, please make sure you have an indoor back up location. The team at Sweet Delights Picnics, highly recommend that in weather conditions over 30 degrees that you relocate to an indoor location to ensure food safety. Marquee hire is a fantastic idea if you wish to have an outdoor picnic in the Summer. This protects food for longer, your skin and will not be near as hot in the blazing Summer heat. We will not refund any payment due to bad weather cancellations.

6. COVID-19

1.10 If any customers with a current booking have being in a Covid-19 Hot Spot please alert COVE Catering and Event Hire to reschedule your booking. We will ONLY refund bookings if you are affected by COVID but we do offer 12 months to post pone your event for a later time throughout the year or offer a credit note. If anyone at your event is ill or you fall ill please contact us prior to the event to again reschedule to another time. We will not allow any of your guests who are sick to take part in a picnic or grazing table as the food is easily contaminated. If you or one of your guests are diagnosed with COVID-19 after your event, please contact COVE ASAP.

1.11 The COVE Catering and Event Hire team have implemented more safety precautions as our customers health & safety is our number one priority. Hand Sanitiser will be provided for you and your guests to utilise whilst grazing to ensure there is less chance of spreading any germs. Disposable plates and cups may be used temporarily as an extra safety precaution. Please note that COVE Catering and Event Hire has the authority to cancel ANY event if they feel the restrictions that come into place regarding COVID are at risk to hosting your event. COVE Catering and Event Hire are a registered COVID-19 safe business with the NSW Government.

7. Illness

1.12 We understand that illness can quickly fall upon us and sometimes the day of your event. This is always unfortunate for both the customer and us. If you do happen to fall ill the day of your event, we ask you contact us immediately! Unfortunately we will NOT refund however, will postpone until you are well.

1.13 Unfortunately at times, we get sick too and in some cases on the day of your event. COVE have quite a few staff members which can cover the event if the staff member rostered on for your event falls ill. However, if we are fully booked, especially in peak season this could become an issue to have a staff member to cover. If this is the case, we will contact you immediately and refund the full amount paid. In the 3 years of business this has never had to be the case so fingers crossed we can continue this.

8. Accidents

1.14 As we know car accidents, breakdowns and incidents on the road are very common and can happen at any time. Sometimes these things can happen and are completely out of our control. If a staff member is stuck in traffic due to road closures, accident hold up traffic etc, they will call you to alert you of the delay. They will arrive at your event and set it up as fast as possible, but please note this can happen at times.

1.15. In the case, a staff member is involved in a car accident on the way to your event, Sevanna (the owner) will be in contact with you to alert you of the issue. If we are unable to get a staff member or stock to cover the event, we will refund you in full.

Please sign and date to show you have read and agreed to COVE Catering and Event Hire's terms and conditions.

Full Name:

Sign:

Date: