



Riverside Woodfired Pizza Terms and Conditions of Booking

Upon booking our services, you agree to the following Terms and Conditions.

For the purposes of this document, Riverside Woodfired Pizza is referred to as the 'Caterer' and the 'Client' is the person or business booking the mobile woodfired pizza catering service.

1. Fees and Charges (as of 21 October 2022)

- a. As Riverside Woodfired Pizza is registered for GST, it will be added to all services provided.
- b. Pizza Maker = \$120 + GST
- c. Server = \$120 + GST per server with up to 3 hours of service. Additional fees *may* apply if service extends past 3 hours.
- d. Travel Levy may apply, as per Section 12
- e. Costs for children to eat:
 - a. Children under 5 = free of charge
 - b. Children 5 to 10 = \$10.00 per head + GST
 - c. Children 11 and above = normal charge per head + GST

2. Number of Guests

- a. Friday, Saturday and Public Holiday functions must have a minimum of 60 guests for the 'all you can eat' menu, unless negotiated with the Caterer.
- b. The Caterer is able to attend functions throughout the week or Sunday lunch/dinner where less than 60 guests are attending, however a minimum of 40 is required.
- c. If there are less than 40 guests, the Caterer *may* need to negotiate a 'minimum spend' of \$1350.00 plus GST. *Please discuss with the Caterer regarding this when enquiring on their availability.*

3. Menu Selection:

- a. The Caterer will supply the Client with the menu selections as requested via the online, email or phone booking order.
- b. The Caterer may be required to vary some items based on seasonal availability. This will be done in consultation with the Client prior to the event.
- c. The Client is responsible for providing all dietary requirements to the Caterer at least 10 days prior to the event to ensure sufficient preparation time.
- d. The Caterer will endeavour to have options available, however the Caterer will not be held responsible if the Client has not provided sufficient advice to the Caterer regarding dietary/allergy requirements.
- e. The Caterer will not be held responsible if guests have not advised the Client of their dietary requirements and are not satisfied if insufficient food is available on the evening.
- f. The Caterer's menu options are flexible with dietary requirements being able to be met such as vegan, vegetarian, gluten free, dairy free, soy etc.
- g. The Client will advise the Caterer of names of guests who are Coeliac, which ensures the Caterer liaises with the guest and provides their food as part of the first cook etc.

4. Finalisation of Catering Numbers:

- a. The Client will provide the Caterer final guest numbers no later than 10 days prior to the event.
- b. The Client agrees to provide the numbers of adults and children attending the event and include any food allergies/dietary requirements, as above.
- c. Modifications made by the Client 10 days prior to the event will need to be approved by the Caterer.
- d. Additional guests may be able to be accommodated up to 48 hours before the event, however this is at the discretion of the Caterer as it will be based on the availability of stock/fresh ingredients.
- e. Any additional charges incurred by the additional guests will need to be paid in full prior to the event, unless agreed by the Caterer to receive a cash or EFTPOS payment on the day of the event.
- f. The Caterer reserves the right to adjust the number of guests if advice is received 10 days prior to the event.

5. Service:

- a. The Caterer provides a generous 'all you can eat' service at private/corporate functions/weddings etc. Other functions such as community events, festivals etc, the Caterer will charge the Client an amount per pizza.
- b. The Caterer will provide the Client with a maximum 2.5 to 3 hours service (depending on the number of guests).
- c. The Caterer reserves the right to charge the Client additional costs if service time carries over the agreed time through no fault of the Caterer eg event not running to schedule etc.
- d. The Client agrees to allow the Caterer to arrive at the venue at least 2 hours prior to the start of service.
- e. The Client will advise the Caterer of an appropriate time to set up so as not to disturb a ceremony, guest arrivals etc.
- f. The Client will advise the Caterer if power for lighting is not available at the venue.
- g. If applicable, the Client will provide information to the MC at the event, stating:
 - i. the service is 'all you can eat' and the servers will endeavour to provide food as promptly as possible;
 - ii. guests do not need to approach the server or attend the Caterers cooking area to place an order, unless they have an allergy or dietary requirement, then the Caterer/staff would like to hear from you;
 - iii. the Clients' menu choices will be served in a nominated area for guests to enjoy;
 - iv. the Client has chosen the menu, so the Caterer is unable to make customised pizzas, unless time and ingredients permit this to occur;
 - v. please allow the servers to feed all guests as per their arranged pattern;
 - vi. the Caterer will feed guests entrée and mains pizza until all guests are full;
 - vii. if you haven't had enough, please let a Server know so we can rectify this straight away;
 - viii. if there are children at the event, the Caterer will endeavour to feed them first.
- h. Once food service slows and platters are returning to the Caterer with food remaining, the Caterer will make an assessment and either:
 - i. take a short 10 to 20 minute break in service and then provide another round of fresh pizza to guests;

- ii. make a decision that food service is exhausted and approach the Client (or nominated contact person) and advise food service is completed;
- iii. Dessert pizzas will be supplied, as per the amount paid for during the online booking process. If the Client wishes for extra dessert pizzas to be supplied at the event, the Caterer will make an assessment as to whether sufficient stock is available and if a fee is applicable. Any waiving of fees is at the discretion of the Caterer.

6. Food Handling:

- a. The Caterer has an obligation to comply with relevant rules and regulations relating to food. If food supplied by the Caterer has not been consumed during the service period, the Caterer will make an assessment as to whether the leftovers be boxed and left at the event or removed by the Caterer and dispose of the leftovers appropriately.
- b. As Grazing boxes are outsourced, the Caterer strongly recommends that due to the perishable nature of the foods provided, each grazing box is placed in a shaded and cool area and out of the direct sunlight. All food should be consumed within an hour of delivery (or set up) if left unrefrigerated. The Caterer will not be accountable for the freshness of the food after this time.
- c. If the Client takes possession of the leftovers, they do so under the following conditions:
 - i. grazing boxes are refrigerated after one hour of set up;
 - ii. leftover pizza is stored appropriately and refrigerated within two hours of it being cooked;
 - iii. ensure guests with allergies/dietary requirements do not consume leftovers unless they are confident the product was made specifically for that guest;
 - iv. the Caterer will not be held responsible for any adverse reaction(s), side effects, illness that may be caused after consuming the leftovers.
- d. The Caterer asks that if an issue arises during service, the Client (or contact person) approaches the Caterer (owners Tracey or Darren) at the time. This will help to resolve any issues quickly and ensure all parties are satisfied with the outcome, as it is important to the Caterer that the Clients experience is a positive one.

7. Finalisation of Event Details/Numbers:

- a. Final numbers are to be confirmed and set on the day of the final payment (at least 10 days prior to the event).
- b. If the event has been booked at the last minute, the Client will be aware that not all menu options may be available for the event.
- c. All dietary requirements must be confirmed when final numbers are provided to ensure all ingredients are sourced and planning can take place to ensure all guests are fed appropriately.

8. Payment:

- a. Booking dates are tentative until a 20% deposit has been paid.
- b. The balance of the full amount must be paid by the Client and received by Riverside Woodfired Pizza no later than 10 days prior to the event.
- c. The Caterer is determined to provide value for money by using high quality products at an affordable price, however in the event market fluctuations occur and keep increasing, the Caterer may be required to make an adjustment to the final cost. If this occurs, the

Caterer will provide sufficient information to the Client with as much advance notice as possible.

9. Cancellation and Refunds:

- a. Any cancellation of an event by the Client must be done so in writing to info@riversidewoodfiredpizza.com.au as soon as possible.
- b. A 20% deposit is required to reserve the date for the Clients function. All 20% deposits are **non-refundable**. Once a date is reserved the Caterer may not be able to rebook.
- c. If the Client cancels or postpones within the 10 day period of the event:
 - a. If the Client has paid for the event in full, the 20% deposit will be retained and an assessment made of any other costs which were unable to be recovered or reallocated.
 - b. The Caterer will retain any out-of-pocket expenses or costs incurred whilst making the booking.

10. Force Majeure:

- a) The Caterer will not accept any liability for the inability to provide catering pursuant to the Clients order due to strike, lockdown, hostilities, or any other circumstance outside the control of the Caterer.

11. Social Media/Marketing:

- a. Riverside Woodfired Pizza may take photographs at an event, including the location and guests which will be used for social media and marketing purposes.
- b. By making a booking, the Caterer will accept this as consent to use the photographs, unless restrictions are put in place at the time of booking or via email correspondence between the Client and Caterer.
- c. The Caterer will not take pictures of a personal nature to ensure privacy of the Client and their guests without prior consent.

12. Travel Costs:

- a. Additional costs may apply depending on the location of the booking. Whilst the Caterer is based at Murray Bridge, additional costs will not be applied to bookings in the Adelaide Hills, CBD and surrounds.
- b. Charges will apply for events 70km outside of the CBD and Murray Bridge.
- c. Consideration must be given to travel time and additional costs, such as fuel/accommodation etc, however, the Caterer will endeavour to minimise this cost wherever possible.
- d. If travel costs are to be added to the cost of the booking, the Caterer will discuss this with the Client and will add additional costs to the quote.

The Caterer and staff at Riverside Woodfired Pizza wish to make your event run as smoothly as possible and will endeavour to work together with the Client to ensure this occurs.

We will work hard so that your guests are fed quickly whilst still retaining high quality and delicious woodfired pizzas at all times.

It is important that we make your booking hassle free, so please do not hesitate to contact Tracey Finocchio, Riverside Woodfired Pizza on 0493 509 621 to discuss your options.