

GOOD DAY CATERING

Terms & Conditions

Service and booking terms for catered events

A warm welcome. Your enjoyment is important to us. These terms explain what you can expect from Good Day Catering and what we need from you so we can provide generous food, warm Samoan hospitality and a smooth service on the day.

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1. About these terms

These terms apply to catering services supplied by Good Day Catering (“we”, “us” or “our”) to the person who accepts our quote (“you” or “your”). Your accepted quote, these terms and any written changes agreed by both parties form the agreement between us. If there is a conflict, the accepted quote will take priority for event-specific details, followed by any later written agreement, then these terms.

By accepting our quote, you confirm that you have read and accepted these terms and are authorised to make decisions for the event. We encourage you to ask us about anything that is unclear before accepting.

2. Enquiries and confirming your booking

You are welcome to enquire by email, phone, social media message or through our website. An enquiry does not reserve a date. A booking is confirmed only when:

1. We send you a quote through Xero;
2. You confirm your acceptance by clicking “Accept” on the Xero quote; and
3. We receive the required deposit by the due date stated below.

By clicking “Accept”, you confirm that you accept the quote and these Terms & Conditions. Until all three steps are complete, the date may remain available to other customers. We will do our best to let you know promptly if availability changes while your enquiry is being considered.

When you click “Accept” on our quote through Xero, you are also accepting all the Terms & Conditions contained in this entire document. By accepting the quote, you confirm that you have read, understood and agreed to be bound by them.

3. Information we need from you

To plan your service safely and accurately, we will ask for:

- your name and contact details;
- the event date and venue;
- the event start time and agreed meal-service time;
- the confirmed number of guests;
- your selected menu;
- all dietary requirements and known allergies;
- venue access, parking, loading and kitchen information; and
- the venue’s relevant rules and practical requirements, including lawful access, food-table location, power and kitchen facilities, stairs, hazards or other barriers.

Please provide complete and accurate information and tell us promptly if anything changes. We rely on this information when ordering food, scheduling staff and planning equipment and access.

4. Minimum numbers and booking notice

Minimum booking size: Our catered-event service is available for 80 guests or more. For smaller events, please ask about our Food Tray Delivery service.

Standard notice: We need at least 14 days’ notice to confirm a booking. This gives us time to source ingredients, organise equipment, schedule our team and prepare food safely.

Popular dates: Some dates are reserved several months ahead, so we recommend enquiring early.

Urgent bookings: We may be able to accept a booking with less than 14 days’ notice, depending on availability. If we do, an urgent catering fee will apply and will be shown in your quote.

5. Quotes, deposits and final payment

Deposit: A deposit equal to 50% of the quoted price is due within seven days after you accept the quote. If the event is 21 days or less away when you accept, the deposit is due immediately.

Final payment: The remaining balance is due seven days before the event. Once paid, the final payment is non-refundable, except where these terms expressly say otherwise.

Payment and confirmation: If payment is not received by the due date, we may contact you to resolve the issue. If it remains unpaid, we may treat the booking as unconfirmed or cancelled after giving you reasonable written notice.

6. Cancellations and refunds

We understand that plans can change. If you need to cancel, please tell us in writing as soon as possible. Refunds of the deposit are calculated by reference to when we receive your cancellation:

When we receive notice

Deposit refund

More than 60 days before the event

Fully refundable.

21–60 days before the event

Refundable less reasonable, documented or identifiable costs we have already incurred or committed for your event.

20 days or less before the event

Non-refundable

We will explain any deduction from a partial refund and, where reasonably available, provide a summary of the relevant costs. We will not deduct more than the amount reasonably connected with your booking. Any refund will be paid to the original payment method unless we agree otherwise.

7. Changes to guest numbers or event details

We know guest numbers often move as the event approaches, and we will do our best to accommodate reasonable changes. An RSVP system can help you avoid unexpected costs.

Changes made at least 14 days before the event: You may ask to add or remove guests, provided the booking remains for at least 80 guests. Reductions are subject to the cancellation terms above because we may already have incurred costs or declined other work.

Changes within 14 days of the event: We plan, where reasonably possible, for guest numbers to increase by up to 10%, but extra guests are not guaranteed. Availability, staffing, kitchen capacity and our other bookings may affect what we can provide. Approved additions may be charged at a higher per-person rate, which we will explain before confirming the change.

Major changes: A new menu, venue or materially different service time may require a revised quote and may not be possible. A change is confirmed only when we agree to it in writing.

Please book for the number of people you reasonably expect to attend and eat. We cater generously for the confirmed number, but food and service may not be sufficient if significantly more guests attend. Your enjoyment is important to us, so if this happens our team leader will speak with the main contact and do their best with the food and resources available. We are not responsible for reduced portions, delays or a poorer guest experience caused by unbooked guests.

8. Security bond and additional costs

A \$500 security bond is required. We will refund it within seven days after the event, less any reasonable amount properly payable under these terms. If we make a deduction, we will explain what it relates to.

Deductions may include:

- takeaway containers supplied where you did not provide your own;
- food-table hire that was needed but not booked in advance;
- missing, stolen, broken or damaged serving equipment or other Good Day Catering property;
- excessive cleaning or unplanned rubbish removal;
- damage caused by you or your guests to our property; or
- additional staff time caused by delayed venue access or the event running beyond the agreed service time.

A bond deduction does not prevent either party from recovering any further amount it is legally entitled to claim, but we will act reasonably and will not charge twice for the same cost.

9. What is included in our standard service

Unless your quote says otherwise, our standard catered-event service includes:

- delivery of the food from our kitchen to the event venue;
- food-table covers and simple decoration where you have not arranged these;
- setup of food-service trays, dishes, burners and warmers;
- staff assistance with serving food and, if requested in advance, reasonable portion guidance for selected dishes;
- tidying and restocking the catering table during service;
- two hours of food service from the agreed service start time;
- paper or plastic plates, bowls, knives, forks, spoons and napkins;
- one bottled water per booked guest, distributed from the catering table; and
- salt and pepper.

At the agreed meal-service time, guests may come to the catering table when invited by the host, and our team will assist with serving.

10. What is not included

Unless specifically included in your accepted quote, we do not provide:

- cups or glassware;
- sauces;
- table service, except for a prebooked Head or VIP table;
- rubbish bins or removal of used plates, cutlery, food waste or general event rubbish; or
- cooking at the venue.

11. Optional extras

The following may be booked for an additional charge. Please request these at least seven days before the event so we can confirm availability:

- food tables at \$20 per table;
- takeaway plates or trays;
- service, silverware and plateware for the Head or VIP table only, at \$20 per person;
- additional bottled water; and

Any optional service is confirmed only when included in the quote or otherwise agreed by us in writing.

12. Arrival, service and pack-down

Arrival and setup: We aim to arrive approximately one hour before the agreed meal-service time. We need timely and safe access to the venue and the agreed setup areas.

Food service: Our standard service includes two hours of food service beginning at the agreed service time.

Your enjoyment is important to us, so we will do our best to accommodate reasonable delays. However, if service cannot begin at the agreed time because the event is running late, or if you ask us to continue beyond the included two-hour service period, additional service time will be charged in half-hour increments at \$100+GST per half-hour. The team leader will notify the main contact before additional charges begin.

Pack-down: After service, we generally need approximately 30 minutes to pack down where there is no kitchen access, or up to one hour where we have agreed access to an onsite kitchen and will wash our equipment there. If there is no suitable kitchen, we will return the equipment to our premises for cleaning.

We will do our best to leave the areas we have used in substantially the same condition as when we arrived, allowing for normal event use and any responsibilities belonging to the venue, host or other suppliers.

13. Leftover food and rubbish

Leftovers: Our usual practice is to leave suitable leftover food with you. We can place it in containers you provide or in takeaway containers supplied by us for an additional charge. Please let us know in advance if you would like us to bring containers.

The main contact, or a substitute they identify to us, must tell our team who may receive the leftovers. We will follow that person's final instruction. Once leftovers are handed over, you are responsible for prompt refrigeration, safe transport, storage, reheating and consumption.

Rubbish: You and/or the venue are responsible for providing rubbish bins and removing used disposable plates, cutlery, food waste and other event rubbish. If we are unexpectedly asked to undertake cleaning or rubbish removal beyond our agreed service, reasonable additional costs may be deducted from the bond.

14. Food preparation, dietary requirements and allergens

We prepare food at our own kitchen premises and do not cook at the venue. Please tell us about dietary requirements and allergies when booking, and notify us promptly of any changes.

We will do our best to follow the dietary information agreed in writing and to use appropriate food-safety practices. Unless we expressly confirm otherwise in writing, we cannot guarantee that any food is completely free from an allergen because ingredients and preparation areas may involve cross-contact. You are responsible for ensuring that guests with allergies or dietary needs receive the correct information and identify themselves to the team leader before being served.

15. Our service standards

Your enjoyment is important to us. You can expect our team to:

- arrive on time as far as reasonably possible, in clean agreed uniforms and with tidy presentation;
- understand their roles and be briefed on the menu, disclosed allergens, venue layout and event schedule;
- act warmly, professionally and respectfully, reflecting Good Day Catering's Samoan hospitality and values;
- follow applicable food-safety, health-and-safety and venue requirements;
- communicate clearly and respond calmly to reasonable requests;
- present and serve food with care;
- respect the venue, your property and cultural or religious requirements disclosed before the event; and
- pass concerns promptly to the team leader and take complaints seriously.

16. Respectful and safe working environment

We ask that you, your guests and venue personnel treat our team respectfully and provide a safe working environment, including access to toilets and lawful rest breaks.

Abusive, threatening, discriminatory, sexually inappropriate or unsafe behaviour is not acceptable. If a serious safety issue or mistreatment occurs, we will first try to work with the main contact to resolve it. If the issue cannot be resolved promptly, we may pause or stop service and remove affected staff where

reasonably necessary to protect health, safety or wellbeing. This will not entitle you to a refund where the issue was caused by you, your guests, the venue or another person under your control.

17. Equipment that is missing, stolen or damaged

You are responsible for the reasonable repair or replacement cost of Good Day Catering equipment that is lost, stolen or damaged during the event because of an act or omission by you or your guests, including disorderly or intoxicated behaviour. Fair wear and tear is excluded.

We will describe the item and the basis of any charge. If an item appears to have been taken, we will allow seven days for it to be returned before charging its reasonable repair or replacement cost. We will first apply any amount properly payable against the bond and will invoice any remaining balance.

If we disagree about responsibility or cost, both parties will first try in good faith to resolve the matter directly. If mediation is agreed, the mediator and allocation of mediation fees must be agreed by both parties; neither party may appoint a binding mediator unilaterally unless the law permits it.

18. Venue, access and customer responsibilities

You are responsible for:

- obtaining the venue's permission for our services and complying with its rules;
- giving us accurate access, parking, loading, power, kitchen, hazard and setup information;
- ensuring lawful, safe and timely access for our staff and vehicles;
- providing suitable food tables unless hired from us;
- appointing a main contact who is available during setup, service and pack-down and authorised to make decisions, including about leftovers and additional service time;
- managing guests and the event environment, including disorderly or intoxicated behaviour; and
- ensuring that other suppliers do not obstruct our safe access or service.

We are not responsible for injury, loss or venue damage caused by the unsafe, unlawful, disorderly or intoxicated conduct of you, your guests, venue personnel or other suppliers, except to the extent that our own negligence or breach of law caused or contributed to it.

Information about our public liability insurance can be provided on request, subject to any reasonable confidentiality or insurer requirements.

19. Events outside either party's reasonable control

Sometimes an event may be affected by circumstances beyond either party's reasonable control, such as severe weather, natural disaster, government restriction, major transport disruption, utility failure, serious illness, epidemic or an unsafe venue condition. The affected party must notify the other as soon as reasonably possible.

We will do our best to find a practical solution, which may include changing the service time, venue, menu or date. If performance is prevented, each party remains responsible for obligations already due, and we may retain or recover reasonable costs already incurred or irreversibly committed, subject to applicable law. Any remaining amount paid for services not supplied will be refunded.

20. Concerns, complaints and your legal rights

Please raise any concern with the team leader as soon as possible so we have a fair opportunity to help during the event. If it cannot be resolved on the day, please contact us promptly after the event with enough detail for us to investigate. We will take your concern seriously, respond respectfully and do our best to reach a fair outcome.

Nothing in these terms excludes, restricts or modifies any right or remedy that cannot lawfully be excluded, including any applicable consumer rights. If part of these terms is found to be invalid or unenforceable, the remaining terms continue to apply to the extent permitted by law.

Changes to this agreement must be confirmed in writing. A delay in enforcing a right does not waive that right.

CONTACT DETAILS

Please get in touch with our team if you have any questions:

Email: info@gooddaycatering.co.nz

Website: gooddaycatering.co.nz

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