



*Our Vibe Your Tribe*

## GENERAL TERMS AND CONDITIONS AND CANCELLATION POLICY

Written confirmation of your booking must be received by Brazilian Barbecue Catering, together with a deposit of 40% of the total price, (based on your chosen Menu). The deposit is to be paid no later than 3 business days after written confirmation of your booking.

For events booked within 10 business days before the event date, full payment must be paid to Brazilian Barbecue Catering on the date of your booking.

Public Holidays: a surcharge applies for Public Holiday bookings, as well as public holiday staff rates.

**DEPOSIT PAYMENTS** are to be made by bank transfer, cash, or credit card and on receipt of your payment of the deposit, we will consider it as acceptance of our terms and conditions to proceed with your event.

To arrange payment, we accept the following payment options:

- EFT Payment Details:

Account Name: Brazilian Barbecue Catering

Bank: ANZ

BSB: 012217

ACCOUNT: 640106524

- Amex, Visa or Mastercard – 2.0% surcharges apply

**THE BALANCE** of the price for your event must be received by us by bank transfer, cash or credit card no later than 10 business days before the date quoted for the event (unless other arrangements are confirmed to you by us by email). As prices are charged based on the number of persons attending your event, Brazilian Barbecue Catering need adequate time to order and prepare fresh food for your event based on the number of persons attending, which means confirmation of final number is also required by 10 working days prior to the date of your event.

### **OUR POLICY ON A REDUCTION IN NUMBERS:**

Any change in a reduction of the number of persons to be catered for at your event, as initially advised by you, will not be accepted later than 10 business days before the date of your event, (unless other arrangements are confirmed by us to you by email).

### **OUR POLICY ON AN INCREASE IN NUMBERS:**

Any increase in the number of persons to be catered for at your event may be accepted up to 72 hours before the time of your event, with the additional cost (for the extra persons) to be paid by you at the time you advise us of the change in numbers by immediate payment into our bank account.

**Any damage, breakage or loss of any equipment** supplied by Brazilian Barbecue Catering or suppliers of hired equipment to Brazilian Barbecue Catering is the responsibility of the client (excluding damage or loss due to Brazilian Barbecue Catering staff). Any associated costs with replacing or repairing any damaged, broke or lost equipment, will be payable by the Client upon receipt of an invoice issued by Brazilian Barbecue Catering.

**CANCELLATION POLICY:** If an event is cancelled after the deposit has been paid, Brazilian Barbecue Catering shall be entitled to retain the deposit to offset the cost of the reservation of the time for your event, administration and preparation for the event. If an event is cancelled within 5 business days of the date of the event, Brazilian Barbecue Catering shall be entitled to retain the full payment held by them and shall be entitled to full payment of the cost of the event, if it is not held by Brazilian Barbecue Catering, (unless other arrangements are confirmed to you by us by email).