



ESSENCE

CATERING

Terms and Conditions – Catering Bookings

By confirming a catering booking with us, you acknowledge and agree to the following terms and conditions:

1. Booking Confirmation and Deposits

- A 50% deposit is required to secure your booking.
- Bookings are not considered confirmed until this deposit has been received.
- The remaining balance must be paid in full at least 7 days prior to your event delivery date.

2. Menu Finalisation and Dietary Requirements

- Once full payment has been received, your menu selection is final and cannot be changed.
- All dietary requirements must be communicated to us no later than 7 days prior to your event.
- We will make every reasonable effort to accommodate dietary needs advised within this timeframe.

3. Cancellation and Refund Policy

- Cancellations 7 days or more before the event will receive a 75% refund of the deposit amount paid.
- Cancellations made between 7 and 3 days prior to the event will receive a 50% refund of the total amount paid.
- Cancellations made within 72 hours (3 days) of the event will receive a 25% refund of the total amount paid.
- Any cancellation must be made in writing.

4. Pricing and Quote Validity

- All pricing is subject to change at our discretion.
- Once a quote has been issued, pricing is locked in for 72 hours from the time of quoting to allow for booking confirmation.
- Upon confirmation and receipt of the 50% deposit, pricing will remain fixed for a maximum of 6 months.
- For events booked more than 6 months in advance, prices will be reviewed and any necessary adjustments will be communicated no less than 6 months prior to the event date.

5. General

- We reserve the right to update these Terms and Conditions without prior notice. The version in effect at the time of your booking will apply.
- It is your responsibility to ensure all event details, dietary needs, and timelines are communicated clearly and on time.