

BOXED CATERING - TERMS & CONDITIONS

We love providing you the best quality ingredients possible and as such, we source items as close to the date of your event as possible. If there is something you specifically wish to see, or want us to avoid, please let us know and we can have a chat about alternatives.

BOOKINGS, PAYMENT AND LEAD TIME

We recommend placing orders at least 48 hours in advance to guarantee availability and menu options. For large-scale events or custom menus, 5-7 business days notice is preferred. Last-minute orders may be accommodated based on availability but may incur a surcharge.

Payment is to be made by bank transfer, cash or credit card. Credit cards will incur an additional 2.2% service fee.

Full payment is required prior to delivery, unless otherwise agreed in writing.

DIETARY REQUIREMENTS

We are happy to accommodate dietary needs including vegetarian, vegan, gluten-free, and allergy-friendly meals.

Please provide all dietary requirements at the time of booking.

While we take every precaution, we cannot guarantee a completely allergen-free environment.

DELIVERY AND SET UP

Delivery fees are based on location and order size:

Ballarat \$20 | Surrounding areas \$40 | Rural & remote areas \$1.50/km (return)

Most of our meals can be delivered either hot, ready to serve, or cold with reheating instructions. Chat to us to work out what might work best for your event.

CANCELLATIONS AND CHANGES

Orders cancelled more than 48 hours before the event will receive a full refund. Cancellations made within 48 hours will incur a 50% cancellation fee. Cancellations within 24 hours of the scheduled delivery are non-refundable.

Changes to guest numbers or menu items must be confirmed at least 48 hours in advance.

We are not liable for delays or failure to deliver due to circumstances beyond our control, including extreme weather, transportation issues, or supplier disruptions.

CONFIRMATION OF DEPOSIT INDICATES AN ACCEPTANCE OF THESE TERMS AND CONDITIONS.



A NOTE ON SIZING

The majority of our boxes come in either small, medium or large.

The number of people this might feed depends slightly on the number of items you're purchasing and if you're serving anything else along side them.

The sizing of the boxes we use are:

Small - 23(L) x 23(W) x 8(H)
Medium - 36(L) x 25(W) x 8(H)
Large - 55(L) x 25(W) x 8(H)

Note - some items are served in alternative packaging due to their liquid content.