

Terms & Conditions

1. **FREE** delivery for orders over \$100 and within the CBD. Otherwise a delivery fee may be incurred.
2. Payment terms can be negotiated one-on-one. Maximum 30 days.
Payment due 7 days from statement for corporate accounts. Function catering require 30% deposit on signing and balance due within 7 days of the event.
3. Payments may be made by any of the following:
 - VISA, Mastercard and Bankcard (2% charge)
 - Direct Debit
 - Cash
 - Cheque Our bank details are as follows:
Commonwealth Bank
Account Name: Big Flavours Pty Ltd.
BSB: 063151
Account Number: 10598847
 - Remittances to be emailed to enquiry@bigflavours.com.au including the invoice number.
4. Late payments may incur an interest charge unless approved by management.
5. Cancellation fees apply:
 - **Daily Corporate Catering**
 - For smaller “sandwich style” catering 48 hours’ notice is required for no fee. Less than 4 hours the full amount is payable.

- **For Event Catering**

- Deposits required for functions will be required in a timely manner. Usual practice for deposits is 30% of the estimated value of the function.
 - Once a confirmation is signed, 30% of the deposit is non-refundable if cancelled. Full payment of the estimated costs of the function is due 7 days prior to the event unless alternative arrangements are made with management. Any cancellation within 5 working days of the event will result in 50% of the function cost being non-refundable. Cancellations within 48 hours will incur a 100% cancellation fee.
 - Reductions in numbers will not be accepted within 4 working days of the event. Increases will be accepted within 4 working days of the event.
 - In the absence of a signed confirmation, payment of the deposit will be considered acceptance of these terms and conditions.
6. Breakages of crockery, glassware and equipment or losses of these items shall be charged to the client at the applicable replacement costs. The above conditions relate to the loss of platters used for sandwiches, finger food, fruit & cheese platters etc.
7. **Staffing:** Rates are charged as per quotation and are for a minimum 4-hour duration for chefs & minimum 4-hour duration for waiters, unless prior arrangements are made with management. Penalty rates will apply after midnight under the new Federal Award.