

Dalton Hospitality Terms and Conditions

Staff Costs

Dalton Hospitality staff are charged from when they leave the base to when they return, unless quoted otherwise. Quoted staff charged may vary from the final amount and is dependant on final numbers, duration and location of event. All onsite staff are charged at \$41 + GST an hour and all must work a minimum of 3 hours. Public holiday rates apply to respective dates; these will be quoted upon enquiry only. Any refundable staff hours will be paid out within 7 days post event.

Equipment

Dalton Hospitality specialises in organising any extra equipment you require for your event. All equipment included is stated in the quote and any damage to or loss of hire equipment caused by the client, client's guests, venues or venues employees will be charged to the client and invoiced after the event.

Prices

All prices quoted are inclusive of GST unless otherwise stated. Prices are subject to change.

Deposit and Payments

All quotes are subject to availability at the time of booking and a 20% non-refundable deposit is required to secure the event date. No event is considered confirmed until deposit has been received. The balance will be invoiced upon confirmation of numbers 7 working days prior to the function and full payment of the function is required 7 days prior to the event date, unless other arrangements have been made previously. Any additional charges will be invoiced after the event.

Confirmation of Details

Menus to be confirmed 2 weeks prior to the event. Menus are subject to change according to seasonal availability, we do endeavour to alert clients to any changes, however, this is not always possible and some deliveries on the morning of the event may be substituted for higher quality ingredients. Final numbers, timings and any dietary requirements to be confirmed in writing 7 days prior to the event. If the final numbers drop after confirmation has been made you will be charged at your confirmed numbers.

Dietary Requirements

The Dalton Hospitality kitchen and its equipment used within may contain traces of nuts, egg, dairy, gluten and other know allergens. Although all care is taken, by Dalton Hospitality to ensure these items are contained, we cannot guarantee that dietary requirements are met and accept no liability thereof. Please inform any of your guests who have serious allergies and if concerned that they are able to bring their own allergen free food.

Changes:

We will always do our best to accommodate increases in guest numbers however we cannot guarantee this due to the limited availability of some “quality” product.

Location/Weather:

The delivery of Dalton Hospitality’s catering product is not subject to weather. Dalton Hospitality can cater for any event in any weather condition given the correct safety precautions are followed. Access to power, weather proof covers, sufficient power, and running water is the responsibility of the client, unless otherwise stated on your quote.

Cancellations

Events that are cancelled less than 7 days prior to the event for any reason whatsoever including weather or any other circumstances will incur 100% of final invoice fee. If confirmed numbers drop by more than 10% of the original enquiry/quoted number, Dalton Hospitality reserves the right to increase the per person price or requote based on reduced numbers. Any event that is cancelled less than 30 days prior to the event will be charged at 50% of total invoice based on initial quote. Any Event that is cancelled more than 30 days prior to the event will incur a loss of deposit or 20% of total invoice cost, whichever is greater.

Quality Control

Dalton Hospitality does not part cater any event, including the serving of cakes, desserts, BYO food of any nature without prior consent. When doing so, Dalton contravenes our Food Safety program. Please mention to your Dalton Hospitality staff member during the initial stages if you plan to supply any foods from home or relative or registered food business.

Responsible Service of Alcohol (where applicable)

In accordance with the Liquor Licensing Act, we reserve the right to refuse to serve alcohol to guests under the age of 18 and guests who are intoxicated.