



2025-2026

By making a payment for event catering services, the client acknowledges and agrees to the following terms and conditions.

#### 1. Booking Fee

A non-refundable booking fee of \$2,000 must be paid within 14 days of receiving this contract to secure the booking.

#### 2. Cancellation & Reduction Policy

Any reduction in catering numbers within 14 days of the event will result in a 100% charge for those guests.

#### Cancellation Policy

- Up to 12 months before the event – A full refund of the booking fee will be provided, minus a \$500 administration fee.
- Within 12 months of the event – A 25% charge of the total event cost applies if cancelled within 30 days of the event.
- Within 15 days of the event – A 50% charge of the total event cost applies.
- Within 14 days– The booking fee is forfeited, and 100% of the total amount is due.

#### 3. Postponements

Postponements are accepted if made at least eight weeks before the event.

#### 4. Event & Catering Confirmation

The final guest count and dietary requirements must be provided no later than 14 days before the event.

#### 5. Payment Schedule

- A \$2,000 booking fee is due within 14 days of invoice issuance.
- 50% of the remaining balance is due four weeks before the event.
- The final balance is due 14 days prior, once final numbers are confirmed.

## 6. Event Coordination

For events with more than 40 guests or weddings, a professional event coordinator must be present on the day. Recommended coordinators include Haus of Hera and Frank & Joy.

## 7. Menu & Food Safety

- Joe Chef reserves the right to make small menu adjustments if key ingredients become unavailable.
- Leftover food will be discarded per food safety regulations.
- Rubbish removal services must be arranged; assistance in organising this is available.
- Guests, including children, must remain away from the kitchen areas for safety reasons.

## 8. Dietary Requirements

- The kitchen may contain traces of allergens (nuts, dairy, gluten, etc.), and Joe Chef Catering is not liable for allergic reactions.
- Guests with severe allergies should bring necessary medication (e.g., an EpiPen).
- Menu modifications for extreme allergies may incur additional charges.
- Dietary requests must be submitted in advance; otherwise, Joe Chef Catering is not obligated to provide alternative meals.

## 9. Venue & Equipment Hire

- Joe Chef Catering is not liable for damage to the venue, hired items, or personal belongings.
- Access to the venue is required at least four hours before and two hours after the event.
- Additional kitchen and refrigeration equipment may be necessary based on menu and guest count.
- Adequate dishwashing facilities must be provided to ensure proper sanitation; otherwise, additional hire costs may apply.

## 10. Extended Hours

An additional charge will apply if the event runs beyond the agreed completion time of 10 PM. Clients will be invoiced for extra staffing hours.

## 11. Alcohol Service & Guest Conduct

- Our staff are certified in Responsible Service of Alcohol (RSA) and will refuse service to intoxicated guests.
- Disorderly or inappropriate behaviour may result in removal from the premises.
- Alcohol will not be served to guests under 18 years old; ID may be requested.

## 12. Liability & Insurance

- Joe Chef Catering is not responsible for damage, loss, or injuries occurring before, during, or after the event.
- A \$10 million public liability insurance policy covers Joe Chef Catering's services.
- Clients are encouraged to obtain event insurance for unforeseen circumstances.

## 13. Force Majeure

Joe Chef Catering is not liable for cancellations or financial losses caused by events beyond its control, including but not limited to fires, floods, natural disasters, border closures, or pandemics. Event insurance is strongly recommended.

## 14. Client Responsibilities

- Clients are responsible for ensuring that guests behave appropriately.
- Any disruptive behaviour will be managed in consultation with the event coordinator.

## 15. Travel Fees

Events outside the Byron or Ballina Shire will incur additional travel fees, determined based on location and staffing requirements. Fees will be confirmed prior to the event.



## 16. Service Provider Meals

- Meals for event coordinators, musicians, photographers, or venue staff can be provided at \$35 per person.
- Staff meals are provided only for Joe Chef Catering employees.
- Service provider meals will be served after the main course.

## 17. Children's Meals

Children's meals are available for \$30 per person, with a simplified menu option. Children under 8 years old qualify for children's meals.

## 18. Photography

Joe Chef Catering kindly requests a minimum of five professional images from your event, ideally food-related, but any images are appreciated.

## 19. Fire Pits

- Fire pits must be pre-approved by the venue and managed by the event coordinator.
- Joe Chef Catering staff are not responsible for managing fire pits or

Your payments confirm you agree to our Terms & Conditions.  
Please use the invoice number as a remitter reference

Direct deposit to.

Account name: Tasteful PTY LTD

Bank: Commonwealth

BSB: 062 514

Account Number: 1055 3608

ABN: 43 540 521 458  
E: [joseph@joechef.com.au](mailto:joseph@joechef.com.au)  
W: [www.joechef.com.au](http://www.joechef.com.au)