

Terms and Conditions



Your booking with us is very important, however to ensure the success of your function we need to follow certain policies.

Confirmation and Deposit

To ensure the date of your choice, written confirmation and a deposit of 10% is required within 7 days of a tentative booking being made.

The Singing Chef reserves the right to cancel any tentative bookings not confirmed within 7 days. We will contact you first.

Advice of final numbers and details

Confirmation of the number of guests attending and all final details should be notified to us not less than five (5) working days prior to the event.

The confirmed minimum number you notify at that time will be the minimum number of guests for which you will be billed. Increases in the number of guests to be billed are permitted after this time but may incur a small surcharge.

Platters

All platters and dipping bowls are the property of the Singing Chef, new customers will pay a \$100 refundable deposit on all dropped equipment. You must sign for all equipment used. Lost platters incur a \$25 replacement fee.

Final payment

Final payment for your function is required one week prior to the booked date. Payment can be made by cheque, direct debit or credit card. Final Payment for Beverages on consumption to be made within seven days of event.

Cancellation

We would be disappointed if your function were to be cancelled. However, we realize that unavoidable circumstances may sometimes prevent you from proceeding with your plans. A full refund of deposit is possible within 60 days of the event. Otherwise we reserve the right to keep the deposit as a cancellation fee if cancelled after this time.

Deliveries

Delivery of Platters without staff incurs a delivery charge of \$25.00.

Method of payment

We accept VISA, MASTERCARD, BANKCARD, and EPTFOS. Bank deposit or cheques also welcome. Credit cards incur a 2.5% charge

If you wish to pay by cheque we must receive your payment prior to delivery of your order. We do not accept cheques on the day of your delivery.

GST

All quotes and prices are plus gst.