

**CarmEli Old Fashion Cooking
Standard Terms & Conditions
Effective of April 2015
For Products and/or Services Provided**

QUOTATION VALIDITY PERIOD

Quotations are valid for 30 days from date of issue, unless otherwise stated. Should the customer wish to place an order after such a validity period, then CarmEli Old Fashion Cooking, in its sole discretion has the right to amend the original quote to reflect current pricing and availability of goods, prior to accepting the customer's sales order.

PRICES

Prices are FIRM for the quotation validity period unless stated to contrary. Errors and Omissions on all paperwork, websites, or promotional material, verbal or written are excluded.

DEPOSIT and PAYMENT

All orders require a 30% deposit unless other specified.

All payments are STRICTLY COD or payment prior, and extra surcharges do apply if customer does not comply and settles final amounts owing later than 7 days prior to the event. CarmEli Old Fashion Cooking reserves the right to collect Credit Card information to Hold payment against the order, until cash payment has been lodged. Payments made by credit card, including, VISA, Mastercard all incur a 3% surcharge.

Orders will not be supplied unless payment was made!

CHANGES TO YOUR ORDER / FINAL NUMBERS

All changes to orders must be placed 7 business days prior to the function. If changes needs to be made after this time, then we MAY be able to accommodate your request. This applies to all facets of the event, being final numbers, menu changes, timing and location details. The

CANCELLATION

Any cancellation made to an order 7 days prior to the function, then 50% of the balance is fall due. Any cancellation made to an order with more than one week notice prior to the function date 50% of the deposit fee will be taken off the refund. If between one day and one week notice, the deposit amount is non-refundable.

Refund processing times up to 15 days from the day we received your request.

DELIVERY AND SERVICE

We deliver and service Melbourne wide delivery charges are according to your area. CarmEli Old Fashion Cooking highly recommend to have a kitchen member to handle the food during your event. CarmEli Old Fashion Cooking takes no responsibility for any harm caused by inappropriate food handling or and while our staff members are not in place.

KITCHEN AND EQUIPMENT

If the venue has no kitchen facilities available extra charges might be applied for equipment hire (home kitchens are usually suitable).

SERVICE OF ALCOHOL

VIC Liquor Control Reform Act 1998:

Under the Liquor Control Reform Act 1998 for Victoria, it is an offence:

To supply alcohol to a person under the age of 18 years or to an intoxicated person.

CarmEli Old Fashion Cooking holds the right to refuse the service of alcohol to any person under 18 or any person who is intoxicated.

GST

GST is inclusive in final pricing.

USE OF OTHER PRODUCTS/PROVIDERS USE

It is possible to incorporate your own ideas, help, services and equipment into a plan of a function CarmEli Old Fashion Cooking holds no liability for accidental damage occurred by others involved outside our operation.

LIMIT OF LIABILITY

CarmEli Old Fashion Cooking shall not be held responsible for any damage occurred by guests of a function held. The guest that has been found to have caused the property damage or alike, is to pay the amount to repair in full. CarmEli Old Fashion Cooking no responsibility for the health of our guests whilst attending a function/event, they are therefore responsible for their own actions.

REJECTION OF SERVICE

CarmEli Old Fashion Cooking has the right to reject business if it deems outside of the businesses objectives descriptions, or would be believed to be to impose a too greater risk to the business for the type of guest that it would attract.

SAFETY AND BEHAVIOURS

CarmEli Old Fashion Cooking reserves the right to stop service in case of the prediction of any harm caused to our staff as a result of unsafe environment or our staff being humiliated and or misbehavior towards.