

Refund Policy

Last updated: January 2026

At CarmEli Catering, we understand that plans can change. Our refund policy is designed to be fair while reflecting the preparation and costs involved in delivering events.

Deposits

- All deposits are non-refundable.
- Deposits secure your event date and cover initial planning, administration, and scheduling.

Cancellations

- Cancellations made more than 30 days prior to the event will receive a full refund of any amounts paid minus the deposit.
- Cancellations made 14–30 days prior to the event will receive a partial refund. In this case the Caterer will retain 30% of the total amount paid to cover planning, scheduling, and supplier commitments.
- Cancellations made within 14 days of the event are charged in full and no refund will be issued.

Postponements

- Where possible, we will transfer your booking to a new date subject to availability.
- If rescheduled within 6 months, your deposit may be carried forward once.

Refund Method

Approved refunds are processed to the original payment method within 7–14 business days. This policy complies with Australian Consumer Law and does not limit your statutory rights. For any questions regarding these policies, please contact us at info@carmelicatering.au.