

THE HUB CATERING & co

TERMS AND CONDITIONS

THE HUB CATERING & co refers to The Trustee for Cosmopolitan @ Concord Unit Trust Pty Ltd, ABN 29648937115.

These Terms and Conditions may be amended by us at any time by updating them on our website. You should review these Terms and Conditions each time you access our website. By continuing to use and access our website you agree to be bound by the amended Terms and Conditions.

Equipment

THE HUB CATERING & co can arrange any extra equipment you require for your event. Hire of equipment will be itemised in your quote, including a delivery and pick up fee. Any damage or loss of equipment caused by the clients or guests, venue or venue 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.

Payments

Payment is required either prior, upon or within 7 days of invoiced date. We accept payment by most credit cards, at our retail outlets. Our bank account details are located on each invoice for payment by direct transfer.

Dietary Requirements

THE HUB CATERING & co staff and suppliers prepare all food in accordance with the Food Standards set by Food Standards Australia and are fully Food Safe Accredited.

THE HUB CATERING & co kitchen and equipment used may contain traces of nuts, egg, dairy, gluten, and other known allergens. Although all care is taken by THE HUB CATERING & co to ensure these items are contained, we cannot guarantee that all dietary requirements will be met. We understand the serious implications of reactions to allergens and will endeavour not to cross contaminate your food, THE HUB CATERING & co will **not** accept responsibility or liability for an adverse reaction to any of our food by any guest. Please inform any of your guests who have serious food allergies that if they are concerned that they will be able to bring their own allergen-free food in some circumstances.

Cancellations

Catering that is cancelled less than 24 hours prior to the event for any reason, including weather or any other circumstances will incur a fee of 100% of the final invoice.

Quality Control

THE HUB CATERING & co does not part cater any event, including the serving of cakes, desserts, BYO food of any nature without prior consent. This practice contravenes our Food Safety program. Please mention to your booking representative during the initial quote stages if you plan to supply any foods from another outside source. Images on our site and marketing material are styled for presentation purposes, and may not be of the same presentation ordered by the Client. Menus are subject to change according to seasonal and supplier availability. We do endeavour to alert clients of changes, however, this is not always possible and sometimes products may be substituted for similar quality ingredients.

Ordering times & Delivery

All orders must be received by 1 pm, for next day delivery.

Delivery is available 6 days a week between 8 am and 4 pm on a weekday and between 9 am to midday on Saturday, we are closed on Sundays. A delivery fee applies based on location and the day of the delivery.

Please ensure access is always available to your location. If a mobile phone number is provided for contact, please ensure that the mobile phone is switched on. If access is not available at the agreed time of delivery, the driver may have to return at a later time resulting in an additional delivery fee, or the delivery may be cancelled and payment will still be required.