

Fern & Feta Catering - Terms & Conditions & Booking Details for Buffet Catering

How to order

Email fernandfeta@outlook.com - we usually respond within 24 hours!

Phone Lucy 0278686022 if you would like to discuss our options over the phone.

Pricing

All menu prices with Fern & Feta Catering are GST inclusive and quoted on a per person basis, unless otherwise stated.

Children under 12 years of age are charged at 50% of the adult rate for the main meal only.

Please note that quotes and website pricing may vary slightly depending on guest numbers, seasonal product availability, ingredient price fluctuations, and any changes to GST.

Guest Numbers

Final guest numbers must be confirmed at least 7 days prior to the event. This confirmed number will become the minimum chargeable number.

If additional guests attend on the day, we will do our best to cater for them; however extra charges may apply.

Our minimum catering requirement is 30 guests. Please contact us for a custom quote for smaller events.

Deposits & Full Payment

A \$100 deposit is required to confirm your booking with Fern & Feta Catering. Your event date is not secured until the deposit has been received.

Full payment is due 10 days prior to your event. We accept direct deposit or credit card. Please note there are fees associated with credit card payments.

Cancellations

Deposits are non-refundable if the event is cancelled within three months of the event date.

If an event is cancelled outside of this timeframe, deposits may be transferred to another available date at the discretion of Fern & Feta Catering.

Vendor Meals

If your event includes external staff such as bar staff, photographers, videographers, musicians, or venue staff, please advise if meals are required. These meals will be charged at the agreed per-person rate unless otherwise arranged.



Equipment & Hire Items

If plates, cutlery, platters, serving equipment, or styling items are hired through Fern & Feta Catering, they must be returned in the condition they were provided. Any damaged or missing items may incur replacement charges.

Food Safety

Fern & Feta Catering follows strict food safety and handling practices. Once food has been delivered and/or served, we cannot accept responsibility for food that is left unrefrigerated or consumed at a later time.

Travel

Travel may be charged depending on event location. This will always be outlined in your quote prior to booking.

Weather (Outdoor Events)

If your event is held outdoors, the client is responsible for providing adequate shelter and suitable working conditions for Fern & Feta Catering staff and equipment. In the event of severe weather conditions (such as heavy rain, strong winds, or extreme temperatures), Fern & Feta Catering reserves the right to modify service style or to relocate.

Buffet Service Timing

To maintain food quality and food safety standards, buffet service times will be agreed upon prior to the event.

Fern & Feta Catering reserves the right to remove buffet food after a reasonable service period to comply with food safety regulations. Additional service time may incur extra staffing charges.

Leftover Food

Due to food safety regulations, Fern & Feta Catering cannot guarantee the safety of food once service has concluded.

At the client's request, leftover food may be left behind; however Fern & Feta Catering accepts no responsibility for food quality or safety once it has left our control.

Event Schedule Changes

If the event schedule changes significantly from the agreed timing (for example, delayed ceremonies, speeches, or venue delays), Fern & Feta Catering may need to adjust service times accordingly.

If staff are required to remain onsite longer than originally booked, additional staffing charges may apply.



Venue Access

The client is responsible for ensuring suitable access to the venue for setup, service, and pack down.

If venue access is delayed or restricted, Fern & Feta Catering cannot guarantee service at the originally scheduled time.

Equipment & Platters

All serving equipment, boards, platters, and styling items provided by Fern & Feta Catering remain the property of the business unless otherwise stated.

Any lost, damaged, or unreturned items may incur replacement charges.

Staffing

Staffing hours will be agreed upon prior to the event. If staff are requested to stay longer than the agreed service time, additional hourly charges will apply.

Fern & Feta Catering staff will perform duties related to food service and catering only.

Liability

Fern & Feta Catering will take every care in the preparation and handling of food. However, the business cannot be held responsible for circumstances beyond its control, including venue issues, weather conditions, or third-party suppliers.

