

TERMS AND CONDITIONS:

PLEASE READ ALL TERMS AND CONDITIONS BEFORE BOOKING. BY PROCEEDING WITH A BOOKING DEPOSIT WITH A LA CART GRAZING YOU THEREBY AGREE TO OUR GENERAL TERMS & CONDITIONS AS FOLLOWS:

BOOKINGS + PAYMENT:

Quotes are valid for 14 days and after this time may be subject to change.

We make every endeavour to supply the chosen menu by our customers, however as some food products are purchased within a short time frame of the event, products subject to availability and seasonality may not be available. We reserve the right to substitute items when not available. All substitutions will be equivalent of quality and value.

To secure your booking, a 50% deposit is required. The remaining balance due 14 days before your event. A security bond will also be held until after the conclusion of the event to cover any loss or damage to the hire equipment or costs incurred while on site.

Bookings made less than 14 days prior to the event require 100% deposit.

Payment of all deposits must be made within 72 hours. If payment is not received within this timeframe, the booking date cannot be guaranteed.

We accept payments via EFT or credit/debit card. Please note, all card payments processed through our payment system will incur a 1.6% surcharge if paid in-person, or 2.2% surcharge if paid online.

CANCELLATIONS + REFUNDS:

Cancellations 30 days or more before your event: You will receive a full refund of deposit less a 25% administration fee or the option to use the credit for another date within the next 6 months.

Cancellations between 14–30 days prior: You will receive a 50% refund or the option to use the credit for another date within the next 6 months.

Cancellations less than 14 days prior: Unfortunately, no refund can be provided due to the costs of purchased goods, labour, and loss of business.

Rescheduled events are subject to availability

DIETARY REQUIREMENTS + RESTRICTIONS:

Whilst we are happy to cater to some dietary requirements, please note that while we take great care in our food preparation, our kitchen is not certified as free from dairy, nut, shellfish, soy or gluten and as such trace elements may still be present.

A La Cart Grazing cannot accept liability for any reactions due to the disclosure that our kitchen is not specifically registered for dietary requirements. To accommodate your needs, all dietary requirements must be provided in writing at least 14 days before your event. Any extra costs incurred due to specific dietary needs will be discussed and added to the final invoiced amount.

A La Cart Grazing is not responsible for any allergic reactions due to the customer not declaring it in the booking or in writing

Allergen advice is general only. While we endeavour to do our best to eliminate cross contamination, we cannot 100% guarantee that allergens are not present. We recommend that individuals with severe allergies do not consume from our grazing cart due to the potential of unknown cross contamination.

LOCATION, PREPARATION, SET UP TIMES + WEATHER:

Location will be discussed upon booking. Additional travel fee will be incurred for bookings outside 10km from Scarborough, Queensland.

A La Cart Grazing requires a minimum of one hour preparation time at your venue/location.

A La Cart Grazing recommends the cart be set up in a location away from direct sunlight, especially in the warmer summer months.

If the event is to be held outside, it is the responsibility of the customer to organise an alternate plan or location in the occurrence of bad weather. This change must be made at least 24 hours in advance to the commencement of the event and communicated to A La Cart Grazing in writing. We reserve the right to not proceed with a booking in a location affected by inclement weather. Travel fees may result in change of location and will be charged to the customer after the event.

FOOD SAFETY:

A La Cart Grazing will not be liable for food spoiled due to weather conditions. We do not recommend keeping or consuming leftover food at the event completion and as such we will not accept any responsibility for the produce condition or deterioration status at the end of the preparation/service period. As per these conditions, we will discard any unrefrigerated food items at the end of the 2 hour service.

Due to food safety regulations, we recommend the food is consumed within 2 to 4 hours of the completion of the food preparation and display. The total time the food is kept at room temperature (between 5°C and 60°C) should be considered, including preparation, storage, and display time. This rule applies to ready-to-eat, potentially hazardous foods, such as cooked meats, dairy products, and prepared vegetables. A La Cart Grazing follows the regulated 2-4 rule in the breakdown below:

- **Less than 2 hours:** Food can be returned to refrigeration or kept for later use, or it can be used immediately.
- **2 to 4 hours:** The food should be used immediately and cannot be returned to refrigeration.
- **More than 4 hours:** The food should be discarded.

PARKING, STAIRS + UNEVEN TERRAIN:

Suitable parking (within 50m) must be provided to our staff for the duration of the event. Location of parking must be disclosed upon booking and any parking fees incurred will be added to your invoice.

Stairs: If there are stairs, inclines or uneven terrain to reach your event location we must be notified prior to your event.

In the case of stairs inclines or uneven ground, assistance to manage the equipment will be required on site by the customer as staff are not required to lift or handle the heavy weight of the equipment without the use of our dedicated trolleys or assistance.

SMOKING/VAPING:

Smoking/vaping around food is a health and hygiene risk. Ash, cigarette butts, and smoke can contaminate food, and harmful bacteria can be transferred from a smoker's hands to the food they handle. Smoking is banned in outdoor dining areas in many places to protect public health and as such A La Cart grazing prohibits the use of smoking near or around the food cart and its contents.

DAMAGE/LOSS OF HIRE EQUIPMENT:

All equipment brought on site is under hire only to the customer for the duration of the event. All damage, loss or theft of any equipment such as grazing boards, utensils, the grazing cart and it's shade umbrella will be on charged to the customer at the current rate of replacement.

RUBBISH REMOVAL:

During and at the end of the service unused food will be cleared from our boards and placed in a supplied waste bag. The customer is responsible for disposing of all rubbish incurred during the hire of the cart.

ADVERTISING + SOCIAL MEDIA CONSENT:

A La Cart Grazing periodically uses images of our cart hire on social media platforms and in advertising promotion. Our staff will seek permission from the customer and their guests before including them in any photography and no identifiable image will be used if permission is not obtained.

