



# TERMS & CONDITIONS:

Please take a moment to read through our **Terms and Conditions** carefully so that you are fully aware of what is **included** in our services and what is **not**. This helps prevent any confusion or miscommunication later.

Once you have made a **deposit to secure your catering slot**, it will be understood that you have **read, understood, and agreed** to our Terms and Conditions in full.

Please note that **failure to comply** with our Terms and Conditions may result in **cancellation without notice and without refund**.

## 1. Booking & Deposit

- A **non-refundable deposit of 30%** is required to confirm your event booking.
  - Your event date is **not secured** until this deposit has been received.
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## 2. Venue Requirements

- The venue must provide a **fully functional kitchen** for our team to set up and use during catering. This ensures that hot dishes remain warm and cold dishes remain chilled.
  - If a kitchen is **not available**, you must inform us **as soon as possible**.
    - Additional charges will apply for the use of our **portable ovens, stoves, and equipment** to maintain proper food temperatures.
    - If you choose **not** to hire these additional items, you, the client/customer, **accept full responsibility** for the temperature and quality of the food served. We will do our best to maintain food safety, but we cannot guarantee optimal serving conditions.
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## 3. Kitchen Use

- The kitchen area is **strictly for NesianEats (Nesian Gourmet)** use only.
  - No family members, friends, or guests are permitted to enter or use any of our equipment or supplies.
  - This policy is for the **health and safety** of both the food and our team members.
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## TERMS & CONDITIONS:

### 4. Catering Service (Buffet Style)

- Our standard catering service includes:
    - Self-service buffet setup
    - Tablecloths and simple decorations
    - Catering chafers, serving utensils, and biodegradable plates & cutlery
    - Food refills and **2–3 hours of service** from the **initial agreed eating time**
  - If the eating time changes on the day of the event, the original agreed time will still apply.
  - Once service time ends, our team will pack down and transfer remaining food into foil trays for your guests to enjoy or take home.
  - **Foil trays or takeaway containers** are not provided unless **requested in advance**, and **additional charges** will apply.
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### 5. Front Table Service (Optional Add-On)

- This service is available **only upon request** and incurs separate charges and a **refundable bond** for our plates and cutlery.
  - Front Table Service includes:
    - Setup of plates, cutlery, and serving ware
    - Pre-plated or pre-bowled dishes
    - Drink jugs (if included in your selected menu)
    - Dedicated staff to serve and maintain the front table for **2–3 hours**
  - Once the agreed service time ends, our team will collect all items.
  - If you choose to retain our items beyond this time, you **forfeit the bond** and keep the items.
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## 6. Front Table Policy

- Due to past experiences, we **do not accept last-minute or on-site requests** for Front Table Service.
  - Clients are **not permitted** to remove food directly from our catering chafers, as this breaches our **health and safety guidelines**.
  - Our team will not tolerate disrespectful behaviour or pressure to provide unpaid services. In such cases, NesianEats / Nesian Gourmet reserves the right to **end service immediately**, leave the remaining food, and **no refunds will be issued**.
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## 7. Payments

- All payments must be completed **by the agreed due date**.
  - Failure to make full payment on time will result in **cancellation of your booking**, and your event date will be made available to other clients.
  - We offer **instalment payment plans** — please discuss this option with our team in advance.
  - If order is placed less than 48 hours from event date full payment is required to secure the order. In the event of any breakages occurring the customer will be charged for replacements.
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## 8. Cancellations & Refunds

- All bookings are not refundable – however we can move the dates to future dates.
  - Cancellations are not eligible for refunds. In accordance with New Zealand consumer and contract law, all payments and deposits for catering services are non-refundable, as they cover perishable goods, staff time, and advance preparation costs that are incurred once an order is confirmed. Ingredients and supplies are purchased specifically for each event and cannot be reused or returned. Clients may request to reschedule their booking to a future date, subject to availability, but no refunds will be issued.
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## 9. Travel Costs

- Travel fees are **charged separately** and depend on the **location of your event**.
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## 10. Roast Pig Services

- If you are **providing your own roast pig**, please note that you must also **provide your own person** to cut and serve it. (this must be in a separate table from our assigned catering table)
  - NesianEats will **not** supply any equipment, knives, or utensils for this purpose, and **no NesianEats staff or equipment** may be used unless pre-arranged.
  - If you would like one of our team members to **carve and serve the roast pig**, this service is available upon request at an **additional charge of \$155**.
  - This fee covers a **dedicated staff member** assigned specifically to manage and serve the roast pig during the event.
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## 11. Respect for Our Team

At NesianEats, we value professionalism, kindness, and mutual respect at every event. Based on past experiences, we wish to emphasize that our **team must be always treated with respect**.

- We will not tolerate **any form of disrespect**, including but not limited to:
  - Being spoken to in a rude, condescending, or aggressive manner
  - **Yelling, swearing, or verbal abuse**
  - **Physical intimidation or contact**
  - **Offensive, inappropriate, or dark humour**, including jokes of a disrespectful nature

If any form of disrespect or inappropriate behaviour is directed toward our team — whether from the client, guests, or associated parties — **we will immediately pack down and leave the event**.

In such cases, **no refunds will be issued**, and **no further services will be provided**.

We deeply appreciate you're understanding and cooperation in maintaining a safe, positive, and respectful environment for everyone involved.

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## 12. Main Contact Person

To ensure smooth communication and avoid confusion, **NesianEats will work directly with one designated main point of contact** — the individual who has been in communication with us to arrange the catering.

- We will **not accept instructions, changes, or requests** from any other person, regardless of their relationship to the client or their contribution to payment.
- All updates, adjustments, or event-related decisions must come **solely from the main contact person**.
- This policy helps us maintain clear communication, consistency, and accountability throughout the catering process.

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## 13. Cake Cutting Service

If you would like our team to cut the remainder of your cake after the ceremony, we offer this as an additional service. This includes providing plates, napkins, and sporks. The cut cake will be placed on the catering tables for guests to serve themselves; our staff does not individually serve these portions to guests. Please note that a cake-cutting knife for the ceremony is also available for an additional fee. (\$150)

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## 14. Rubbish & Waste Management

Please note that the organisers or hirers are responsible for all rubbish, waste, and recycling removal. At the end of the event, our team will place all rubbish bags neatly in a designated area we use on-site for the customer/client to dispose of.

If you wish for the catering team to arrange the removal of a reasonable amount of rubbish (maximum of 8–10 standard black rubbish bags), we can do so; however, additional charges will apply (\$250-\$350)

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# TERMS & CONDITIONS:

## Event Timing & Grace Period

We understand that events can sometimes run behind schedule. To accommodate this, we offer a 30-minute grace period at the discretion of the event manager.

- Any time beyond the grace period will be charged in 15-minute increments at \$50 per increment.
- This policy helps ensure our team can maintain high-quality service for your event and other bookings.
- If your event runs more than 1 hour behind schedule, please note that our team will still depart at the originally scheduled end time to prepare for other events.
- Responsibility for staying on schedule lies with the client; NesianEats/Nesian Gourmets cannot be held accountable for delays.

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## In-Home Catering – Terms & Conditions

These Terms & Conditions apply to all in-home catering bookings with **Nesian-Gourmet Catering**. By confirming your booking, you agree to all terms outlined below.

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### 1. Kitchen & Workspace Requirements

- A fully functioning clean kitchen must be **provided by the client**.
- The kitchen space must include:
  - Adequate bench and work surfaces for food preparation
  - Access to a commercial-standard oven/stove, fridge, freezer, and sink
  - Sufficient power outlets for catering equipment (if required)
- The kitchen and work areas must be **exclusively available to the caterers** during the event.
  - No family members, guests, or other persons may enter, use, or interrupt the space during catering operations.



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Any interference may compromise food quality and safety; responsibility for interruptions falls on the client.

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## 2. Access & Timing

- The caterers must have **unrestricted access** to the kitchen **at least 4 hours before service** for setup and preparation.
  - Any delays in providing access may result in additional charges or service compromises.
  - Caterers reserve the right to **refuse service** if the kitchen is not ready, functional, or exclusively available.
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## 3. Equipment & Supplies

- Any **special equipment** required for the event (e.g., commercial ovens, hot boxes, serving equipment) must be provided by the client or hired at the client's expense.
  - Caterers will **not be responsible** for damaged, missing, or non-functional household appliances.
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## 4. Staffing & Supervision

- The kitchen space is strictly **for caterers only**.
  - The client agrees not to interrupt or direct the catering staff during preparation, cooking, or service.
  - All instructions and decisions regarding food safety, portioning, and timing remain the responsibility of the catering team.
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## 5. Waste & Rubbish

- Caterers are **not responsible for rubbish bags or waste removal**.
- All rubbish, leftover packaging, and waste will be **left at the premises for the client to clear**.



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• Clients are responsible for ensuring disposal arrangements are in place.

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## 6. Safety & Liability

- Caterers will comply with all **food safety and hygiene standards**.
- The client is responsible for providing a **safe working environment** (e.g., clear floors, access to water, functioning gas/electricity).
- Caterers are not liable for **any accidents, injuries, or damages** caused by interference, unsafe kitchen conditions, or client negligence.

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## 7. Payment & Cancellation

- A **non-refundable deposit of 30%** is required to confirm your booking.
- Full payment is due **14 days prior** to the event.
- Failure to provide full payment or required kitchen facilities may result in **cancellation without refund**.

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## 8. Final Notes

- By confirming this booking, the client agrees that the kitchen will be **exclusively available for the caterers' use** during the entire preparation and service period.
- Any deviations from these requirements may result in **additional fees or service limitations**.

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