Terms and conditions

Definitions

- 'Corporate Catering' is defined as delivery only of food and non-alcoholic beverages Mon-Fri 9-4pm that does not fall under the definition of 'Event Catering'
- 'Event Catering' is defined as orders above 50 attendees
- 'Staffed Event Catering' is defined as orders which include Piccalilli event staff

Weekday vs Weekend Catering: All menus available Monday to Friday

- Saturday, Sunday and public holiday rates apply

Quotes, Ordering & Confirmation

- Quotes are in our system as a pending proposal. A quote does not proceed until Piccalilli Catering receives email confirmation by the client no later than 12pm the business day prior for *corporate catering*. For any *event catering,* quotes must be confirmed by email no later than 14 days prior to the event. A 50% deposit invoice is issued and payment must be received by the final details deadline (7 days prior to the event).
- Final Details for staffed event catering to be confirmed 7 days prior to the event. These include; location, menus, final numbers, timings, special diets, equipment
- All orders are to be placed via email.
- Final numbers and special diet (please see allergy disclaimer) deadlines as follows;
    - 12 pm the business day prior for all 'Corporate Catering'
    - 10am, 2 business days prior to delivery for 'event catering'
- Clients receive an email order confirmation once an order is confirmed
- It is the client's responsibility to review the order and provide us with any amendments for *corporate catering* by final numbers deadline
  Be sure to review;
  Date, delivery address, time/s of delivery, numbers, menu, invoicing details

Cancellation of non-staffed event catering and corporate catering orders

- Cancellation within 48 business hours - 50% charge
- Cancellation within 24 business hours 100% charge

Cancellation of staffed event catering

- Cancellation within 7 days of event - 50% charge
- Cancellation within 3 business days 100% charge

Should you cancel your order, Piccalilli Catering gladly delivers your order to the local shelters we work with to those in need.

Terms and conditions (cont'd)

Payment Arrangements

- Pricing is current (excl GST) as of May 2026 and may be subject to change
- Payment due 7 days from delivery (unless otherwise arranged). Interest is charged at 10% for outstanding invoices
- Payment instructions included on invoice. We accept EFT, cheque, cash and credit card
- For any international money wires or abroad EFT a $45 bank fee charge applies
- A 50% deposit may be applicable with some orders

Menu & Drinks

- All menus and alcohol are subject to seasonal and supply chain availability
- Children over the age of 12 will be charged at adult rates. Children's meals available
- No other food to be served with Piccalilli's food unless otherwise approved

Delivery Charges

- A $20.00 delivery fee (once per day) applies to all CBD and inner-city suburbs for 9am-2pm. Higher delivery fees are applicable outside of these parameters.

Equipment Charges

- All platters and packaging are the property of Piccalilli Catering. If platters or packaging are lost, disposed of, or damaged, Piccalilli reserves the right to charge clients the replacement cost.
- Platter and box collection by our drivers shall be charged **after** 2nd attempt unless alternative pick up or drop off has been arranged with the office.

Staffing

- A nominal staff set up charge for catering may be included in your quote
- Piccalilli Catering can provide Event Supervisors, waitstaff and bar staff for food and alcohol service.
- Staff are charged out at a minimum of 3 hours.
- Staffing charges are from base to base. Staff charges are estimates only and shall be adjusted on your invoice post event.

Terms and conditions (cont'd)

Allergy Disclaimer

Whilst all efforts are taken in relation to special diet requests, it must be noted that within our registered and health department and Brisbane City Council approved commercial kitchens we handle nuts, seafood, shellfish, sesame seeds, wheat flour, eggs, fungi and dairy products, along with all manner of fruits, vegetables and meats. Customer dietary requests will be catered for to the best of our ability. Individuals with health threatening allergies or food intolerances might be best suited to provide their own food items.

Consumption is at your own risk.

Responsible Service of Alcohol Obligations

Piccalilli Catering practices responsible service of alcohol in accordance with the Liquor Licensing Act. We reserve the right to refuse alcohol service to those under the age of 18 and to those who are deemed intoxicated or are supplying to minors. Clients will be responsible to ensure the orderly behaviour of their guests and Piccalilli Catering reserves the right to intervene and exclude any guests from service. For a complete house policy on the Responsible service of alcohol please see our policy on our web site.

Acts of Nature

Should any act of nature such as an earthquake, fire, flood, civil disturbance or industrial action prevent either the organizer or Piccalilli Catering from carrying out their obligation under this agreement, neither the organiser nor Piccalilli Catering shall be liable for the non-performance. If Piccalilli Catering cancels due to acts of nature, any deposits held will be refunded.

Insurance & Damages

- The organizer shall be liable for any damage to the premises and artwork or loss of property on the premises prior to, during or after a function by their guests or any other persons attending the function. The client is liable for cleaning costs if applicable.