

Motion Catering Terms & Conditions

These Terms and Conditions may be amended by us at any time by updating them on our website or sent to you via email. By continuing to use our service or access our website you agree to be bound by the amended Terms and Conditions.

Staff Costs

Motion Catering function staff are available for booking for a minimum of four hours, as per industry standard. Public holiday rates apply to respective dates; these will be quoted upon enquiry only. Bookings including staff must be confirmed 7 days prior to the date of the event.

Equipment

Motion Catering can arrange any extra equipment you require for your event. Hire of equipment included is itemised in the quote, and includes a delivery and pick up charge. Any damage to or loss of hire equipment caused by the client, client's guests, venues or venues employees will be charged to the client and invoiced after the event.

Prices

All prices quoted are in Indonesian Rupiah inclusive of VAT and Service Charges unless otherwise stated. Prices are subject to change.

Deposit and Payments

Payment is required prior to or on delivery, unless authorized in advance. We accept payment by most credit cards, including MasterCard, AMEX and Visa (credit card surcharges apply). Our bank account details are located on each invoice for payment by direct transfer, and we also accept payment by PayPal at with the fees to be paid by you.

All quotes are subject to availability at the time of booking and a 50% deposit is required to secure the event date at least Two weeks prior to your event. No event is considered confirmed until deposit has been received. The balance will be invoiced upon confirmation of numbers 7 working days prior to the function and full payment of the function is required prior to the event date, unless other arrangements have been made previously. Any additional charges will be invoiced after the event.

Confirmation of Details

Menus, final numbers, dietary requirements and staff for functions are to be confirmed 7 days prior to the event. If the final numbers decrease after confirmation has been made you will be charged at your confirmed numbers.

Delivery only orders must be confirmed 48 hours prior to delivery. Payment is required prior to or on the day of delivery unless a Purchase Order Number has been received or by prior arrangement.

Dietary Requirements

Motion Catering kitchen and equipment used within may contain traces of nuts, egg, dairy, gluten and other know allergens. Although all care is taken by Motion Catering to ensure these items are contained, we cannot guarantee that all dietary requirements will be met. Whilst we understand the serious implications of reactions to allergens and will endeavor not to cross contaminate your food, Motion Catering **will not** accept responsibility or liability for

an adverse reaction to our 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 should speak with our staff. Please check with your booking representative upon booking and they will inform the function staff of this arrangement.

Cancellations

Staffed events that are cancelled less than 72 hours prior to the event for any reason, including weather or any other circumstances will incur a fee of 100% of the final invoice. Customers who cancel staffed events during peak time (July, August, December) with less than 7 days notice will not be refunded the initial 50% security deposit. Delivery only bookings that are cancelled with less than 48 hours notice may incur up to 100% fee, depending on the notice given.

Deliveries

Delivery is available 7 days a week. A delivery fee applies based on location, size of order and the day of the delivery. When a preferred delivery time is unavailable Motion Catering will ensure the delivery is made prior to the agreed time.

Please ensure delivery access is always available to your location. If a mobile phone number is provided for contact, please ensure that mobile phone is switched on. If access is not available at 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 at the discretion of Motion Catering. Payment of the invoice will still be required.