



TERMS AND CONDITIONS

BOOKINGS & PAYMENTS

- * To book a function with Pinnacle The Height of Catering Pty. Ltd. a signed booking form, payment of 50% deposit (as per quotation) and supply of credit or debit card details are required prior to your function date.
- * The clearing of deposit funds, supply of credit or debit card details and signed 'Confirmation of booking' will secure the function date and constitute acceptance by the customer of the terms and conditions.
- * The balance outstanding will be reconciled and processed on the credit or debit card supplied seven (7) days prior to the functions commencement. The client gives authority to Pinnacle the Height of Catering Pty Ltd to debit this amount to the card supplied.
- * Any additional charges incurred prior to or during the function will be invoiced accordingly.
- * The client agrees to pay all outstanding charges no later than 24 hours after the function.
- * The client gives authority to Pinnacle the Height of Catering Pty Ltd to debit this amount to the credit or debit card supplied at the time of booking.
- * The client agrees to ensure available funds on the credit or debit card supplied to enable Pinnacle the Height of Catering Pty Ltd to complete the above transactions.
- * Alternate payment methods must be requested prior to booking and are subject to approval from Pinnacle the Height of Catering Pty Ltd in writing. Credit or debit card details will still be required to secure the booking with us.
- * Bookings made within seven (7) days of the function date are taken at the discretion of Pinnacle The Height of Catering Pty. Ltd. and require full payment (as per quotation).
- * Cold food deliveries require full payment (as per quotation) prior to delivery date.
- * We accept Visa & MasterCard debit & credit cards as well as Diner's Club & American Express.
- * A 3% surcharge is applicable to American Express & Diners Club cards only.
- * If the client does not fulfil the payment obligations outlined, Pinnacle The Height of Catering Pty. Ltd. has the right to terminate the agreement.
- * Quotations are valid for up to three (3) months from date of issue.

MENU SELECTIONS

- * Menu selections aren't required at the time of booking (unless it is made within 7 days or is a delivery)
- * Pinnacle The Height of Catering Pty. Ltd. require final menu selections no later than one week (7 days) prior to the function.
- * Final menu selections need to be in writing. Emails will fulfill this requirement.
- * Any variations to client's menu selections may be subject to additional charges if within 7 days of the function date.
- * Pinnacle The Height of Catering Pty. Ltd will ensure that our clients will be supplied the menu items they have ordered in the appropriate portion sizes and will serve them over the recommended food service durations.
- * Pinnacle The Height of Catering Pty. Ltd recommends appropriate food service durations and doesn't consider it to be in the best interest of our client's or their guests to extend beyond them.
- * Pinnacle The Height of Catering Pty. Ltd. will give approval of menu variations at its own discretion.
- * Pinnacle The Height of Catering Pty. Ltd. reserves the right to change menu items based on seasonal availability.
- * Please ask for further details.

GUEST NUMBERS

- * Final guest numbers aren't required at the time of booking (unless it is made within 7 days or is a delivery)
- * Final guest numbers must be confirmed in writing no later than a week (7 days) prior to function. Emails will fulfill this requirement.
- * Upon confirming final guest numbers they will not be able to be decreased though they may be increased pending confirmation from Pinnacle The Height of Catering Pty Ltd and additional charges will apply accordingly.



TASTINGS &/or SITE INSPECTIONS

- * Bookings are required for tastings and site inspections
- * Tastings & site inspections are generally held on week nights (Mondays or Wednesdays) from 6.30pm/7pm
- * Tastings are generally conducted at the client's place of business or residential address
- * Bookings are taken at the discretion of Pinnacle the Height of Catering Pty Ltd and are generally for Weddings or functions with 100+ guests
- * Fees & charges may be incurred if travel time is involved or the booking is required on a Sunday or Public Holiday

DELIVERY & PICK UP FEES / GLASSWARE PICK UPS

- * Delivery & pick-up fee are applicable on all hire goods not included in menu pricing
- * Delivery & pick-up fees do not include the staff person's time to assist with set-up or pack down
- * If staff assistance is required during a delivery or pick-up this will incur additional charges
- * Delivery **or** pick up only \$55 (excluding GST)
- * Delivery **and** pick-up \$110 (excluding GST)
- * Same day delivery & pick-up price on application
- * Delivery fees outside Sydney metropolitan area price on application
- * As Sunday pick-up fees are generally prohibitive for our clients we standardly carry out our glassware pick-ups on Monday or Tuesday (pm) following our weekend functions.

BREAKAGES / DAMAGE

- * All breakages &/or loss of hire goods are the responsibility of the customer and will be charged accordingly.
- * The customer will be held financially responsible for damage &/or loss to any items in the facilities (or private home), or to the facilities (or private home), however caused, by the customer, its servants, officers, contractors, guests, members, patrons, invitees or by any other person associated with them.

ADDITIONAL INFORMATION

- * Pinnacle The Height of Catering Pty. Ltd recommends that you notify the local police station (nearest the function address) of your party at least seven (7) days prior to your event. The police will have a 'Safe Party Notification Form' for you to fill in.
- * Pinnacle The Height of Catering Pty. Ltd recommends the following options as being useful if you are concerned about having sufficient food for your guests:
 - 1/ Have some nibblies out when guests are arriving as this will ensure early arrivals don't have a long wait prior to the main food being served.
 - 2/ Cocktail Parties: we suggest choosing all your items from the Substantial canapés menu (i.e skewers, mini burgers, hot dogs, noodle boxes, fish & chip baskets, burritos, cutlets etc)
 - 3/ Increase your number of items to 10 items or more for longer food service durations
 - 4/ Add Mezze or Antipasto platters that can be refilled throughout the evening (\$75 each incl GST)
 - 5/ As food service can sometimes finish long before your last guests leave your function in this situation we suggest you have supper available i.e ham, cheese & breads etc
- * Pinnacle The Height of Catering Pty. Ltd cannot determine our clients budgets, nor the number of items &/or menus selections our clients order or anticipate what time our clients guests will arrive or leave a function; nor determine how much our clients or their guests will choose to eat or how hungry they are on arrival at the function therefore we cannot guarantee that our clients or their guests will consider themselves to have had sufficient quantities of food prior to leaving a function

PRICING

- * Prices are quoted on current food and staff costs as per quotation date.
- * Prices may be subject to alteration at any time. Price increases will be passed on where applicable
- * Prices are based on minimum guest numbers. A surcharge applies for under minimum guest numbers



CANCELLATIONS

- * If cancellation occurs up to 48 hours before the function a 50% (total function cost / as per signed booking form) cancellation fee applies.
- * If cancellation occurs within 48 hours of the function a 100% cancellation fee applies. This fee is based on the total function cost / as per signed 'Confirmation of booking' form including any adjustments &/or additional items ordered.
- * Cancellation policy also applies to wet weather cancellations.
- * Pinnacle The Height of Catering Pty. Ltd. will apply the cancellation policy at its own discretion.

ADMINISTRATION &/or FUNCTION CO ORDINATION

- * Administration costs may be incurred if a client requires more than three (3) revisions of the original quotation provided
- * Function co-ordination costs may be incurred if a client requires assistance with function planning &/or co-ordination beyond our usual business practices.

PARKING

- * All parking charges incurred by Pinnacle The Height of Catering Pty. Ltd. relating to the function will be invoiced to the customer.
- ** Pinnacle The Height of Catering Pty. Ltd. will apply the parking policy at its own discretion

STAFF (General)

- * Staff hire is a minimum booking of 4 hours per staff person
- * Staff will arrive minimum one (1) hour prior to function for set-up
- * Staff are available for the function duration beyond 4 hours from arrival time at the applicable hourly rate per staff person
- * Standard staffing levels are approximately 1 floor staff-person to every 25/30 guests & 1 chef up to 70/100 guests
- * Floor staff serve both food & drinks and support the Bar person(s) where applicable
- * Supervisors or senior wait staff may be required at functions with guest numbers from fifty (50) guests
- * As guest numbers determine staffing levels and are reconciled 7 days prior to your function date based on your final guest numbers and invoiced accordingly.
- * Staffing levels will be adjusted accordingly if there is any increase in guest numbers up to the start of the function
- * After mid-night staff rates increase to the applicable hourly rate for each staff person (refer 'Staff rates').
- * Chef(s) are required at all functions serving hot food to enable safe food handling and to maintain quality
- * Public Holiday rates are applicable from 5pm on New Years Eve.
- * Pinnacle The Height of Catering Pty Ltd reserves the right to determine staff levels for its functions.

SUPERVISOR

- * Supervisors &/or senior wait staff are generally required at functions with guest numbers from thirty (25/30) guests (unless otherwise determined by Pinnacle The Height of Catering Pty Ltd).
- * Supervisors are rostered on for entire function duration from set-up start time to function finish (where applicable).
- * We recommend to our clients (&/or their representatives) to liaise with the Supervisor attending the function to ensure any questions, queries or concerns can be addressed accordingly during the function.
- * Supervisors serve both food & drinks and oversee the smooth running of the function
- * After mid-night Supervisor rates increase to the applicable hourly rate (refer 'Staff rates').
- * Pinnacle the Height of Catering reserves the right to determine when Supervisors are required.

BAR-PERSON(s)

- * Due to Responsible Service of Alcohol laws Pinnacle the Height of Catering Pty Ltd reserves the right to determine when Bar-person(s) are required.



TRAVEL TIME

- * Calculation of staff travel time starts at 20km from Sydney CBD
- * Travel time will be applicable beyond the boundary areas of Nth Narrabeen, Hornsby, Parramatta, Revesby & Sylvania.
- * Travel time may also be applicable for some suburbs within the boundary areas mentioned above (i.e. Manly)
- * Travel time is charged at the applicable hourly rate per staff person (refer 'Staff rates').
- * As final guest numbers determine staffing levels staff travel time is reconciled after your function and invoiced accordingly.
- * Travel time is calculated from one to two (1-2) hours per staff person within the outer metropolitan area.
- * Pinnacle The Height of Catering Pty Ltd reserves the right to determine when staff travel time is applicable.
- * Please ask for further details.

STAFF RATES (as at July 2014)

Wait staff & Bar-persons (Responsible Service of Alcohol Certified)

- * Weekday rates (including GST): \$45.30 per hour each - an increase is applicable between 12am & 7am
- * Saturday rates (including GST): \$50.00 per hour each
- * Sunday rates (including GST): \$58.35 per hour each
- * Public Holiday rates (including GST): \$82.05 per hour each

Chefs (full qualifications)

- * Weekday rates (including GST): \$49.65 per hour each - an increase is applicable between 12am & 7am
- * Saturday rates (including GST): \$55.40 per hour each
- * Sunday rates (including GST): \$64.65 per hour each
- * Public Holiday rates (including GST): \$95.05 per hour each

Senior wait persons & Boardroom wait persons (Responsible Service of Alcohol Certified)

- * Weekday rates (including GST): \$46.95 per hour each - an increase is applicable between 12am & 7am
- * Saturday rates (including GST): \$52.15 per hour each
- * Sunday rates (including GST): \$60.85 per hour each
- * Public Holiday rates (including GST): \$89.45 per hour each

Supervisor (Responsible Service of Alcohol Certified)

- * Weekday rates (including GST): \$49.65 per hour each - an increase is applicable between 12am & 7am
- * Saturday rates (including GST): \$55.40 per hour each
- * Sunday rates (including GST): \$64.65 per hour each
- * Public Holiday rates (including GST): \$95.05 per hour each

* Staff rates may be subject to alteration at any time. Price increases will be passed on where applicable

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Website: www.pinnaclecatering.com.au

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NSW Liquor Act 2007:

It is an offence to sell or supply to or obtain liquor on behalf of a person under the age of 18 years.

We practice the Responsible Service of Alcohol in New South Wales.

Pinnacle Catering Liquor Licence Number: LIQO660032365