



Frequently Asked Questions (FAQs)

Updated 28 March 2026

Do you cater for special dietary requirements?

Yes, just let us know any special requirements and we will do our best to accommodate.

How do I place an order or book your services for an event?

Contact us by phone or email using the details in the header and footer of this document. We need at least 48 hours' notice for platters, and at least 7 days' notice for events and functions.

I don't know how much food to order to feed my guests, can you help?

Absolutely, we are highly experienced in calculating how much food is needed to ensure your guests don't go hungry and that they have maximum variety with minimal food waste.

How do I pay for catering services?

Payment can be made via Purchase Order & Invoice, or over the phone via debit/credit card. For our ready meals, you can order and pay online [here](#).

What are your payment terms if I pay by PO and Invoice?

Strictly 7 days (including weekends) as per the [Payment Times Reporting Scheme](#). A 10% surcharge will be added for late payments.

Do you require a deposit?

- **Platters:** All platters must be paid for in full if ordered within 48 hours of event, all other orders require a 50% deposit upon booking to secure date.
- **Other catering:** 7 days' notice is required and 50% deposit is required at time of booking to secure date.

Is there a minimum order?

There is a minimum order of \$200 for all catering to be delivered as all our catering is prepared by fully qualified chefs. Speak to us if your order falls below this amount as we may still be able to fulfil the order depending on location and order type.

Is there a delivery fee?

Delivery costs will vary depending on order value and delivery location. Delivery costs will be provided at time of order.

What is your cancellation policy?

- **Platters:** Platter orders must generally be cancelled at least 48 hours before the scheduled delivery date. If a cancellation is made less than 48 hours prior to delivery, the deposit will not be refunded. For large orders (over \$500), if less than 7 days' notice is given, we may retain part of the deposit, as supplier orders are likely to have already been confirmed and paid. Any refundable deposit will be issued as 'store credit' only—no cash refunds are available. However, in the highly unlikely event we are unable to fulfil your order, your deposit will be fully refunded.
- **Other catering:** If you cancel your order within 7 days of the event, we will retain your deposit. If you cancel your order before 7 days, your deposit will be issued as 'store credit'. No cash refunds are available. However, in the highly unlikely event we are unable to fulfil your order, your deposit will be fully refunded.
- **Ready meals:** If you cancel your order no refund is provided.

How do I make a complaint?

In the unlikely event you are dissatisfied with our services, please contact us in the first instance to allow us to discuss the matter with you and identify a resolution.