

ORDERS

Once an order form is filled out and sent to info@catroux.co.nz, you will receive an invoice confirmation.

This is deemed as an order.

If you require a quote only, this must be clearly stated on your email.

All invoices are due prior to the event, unless you are a regular corporate client of ours.

We reserve the right to ask for payment prior to the event, as and when we feel the need.

LATE CHANGES/CANCELLATION

24- 48 hours we will charge you 50% of the full amount.

24 hours or less we will charge you the 100% of the full amount.

Please appreciate we order in food especially for your menu, prep in advance and finish fresh on the day.

DIRTY PLATTERS/BROKEN PLATTERS

You will be charged \$2.50 per platter returned to us unwashed.

Please appreciate we do not charge for use our platters.

Any chipped or damaged items will be charged immediately to you.

Please ensure if these go on a courier that they are safely packed for travel, in our crates provided.

LATE PLATTER RETURNS

A fee of \$2.50 per item will be charged if you are late to return to us, i.e. longer than your invoice states your return.

PLATTERS READY FOR OUR COURIERS

It is your responsibility to ensure all platters are ready to go.

Any recollections due to missing platter from errors at the customer end will be charged onto the client, including negative pick ups or wait time.

MISSING PLATTERS/JARS

You will be charged a replacement cost if we do not hear back from you after 3 days of us emailing stating missing items.

If you can then locate and get any items back to us within a week - this will be voided.

HIREAGE

Any missing hireage that is outsourced will be invoiced to you at our cost from our supplier.

Hireage does not have to be cleaned.

CANCELLATION ON FULLY BOOKED DATES

Fully booked Saturdays over summer period from 1st November to 31st March require a 50% non refundable deposit.

We close down these dates once full, so a cancellation is loss of business.

WEDDINGS

We require a 20% deposit to secure your date, on acceptance of our quote, this is non refundable.

A further 80% one month prior to your wedding date.

Your final invoice will be sent to you within 7 days of your wedding, and due within 7 days.

Any hireage that is broken or misplaced by guests will be invoiced to you.

Staff hours are estimated and actual will be charged on your final invoice.

Staff are entitled to a paid 15 minute break, every 8 hours. Food will be supplied by Catroux for them.

Thank you for working with Catroux. We appreciate each and everyone of you.

Adele and Melissa