

BOOKINGS

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. Any invoices are due prior to the event, unless you are a regular corporate client.

DIRTY PLATTERS / PLATTER RETURN

You will be charged \$2.50 per item for items returned to us dirty, please appreciate we do not charge for our platters. 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. Any items not ready for our courier to collect and therefore us re-booking, a negative pickup fee will be passed onto you.

CANCELLATION

Less than 24 hours notice we reserve the right to charge you or at full rate. We will do our best to help you as much as possible.

Less than 48 hours notice we reserve the right to charge you at 50% of your full invoice rate. Once again we will do our best to help you out.

Cancellation on a fully booked date over our summer period from 1st November to 31st March is non refundable. We close down these dates once full, so a cancellation is loss of business. This will be made aware to you on your invoice.

WEDDINGS

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

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.

Wedding cancellation less than 3 months prior will incur a 20% cancellation fee, non-refundable to your deposit.

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