

catroux TERMS

1. The customer agrees to ensure that our platters are cleaned, otherwise Catroux will charge \$2.50 per plate to clean.
2. Any breakages, loss or damages items will be at the customers expense. Any breakages on delivery must be notified at the time to Catroux. Any further collections due to missing items will be at the customers expense and is the customers responsibility.
3. Catroux will endeavour to deliver the food at the agreed time, however Catroux cannot be accountable for circumstances beyond our control which may influence the delivery time. We do our utmost best to ensure deliveries are tracked and on time via our chosen courier company.
4. Cancellation or an amendment to the order must be advised atleast 24 hours prior to the event. Less than this the customer agrees that Catroux reserves the right to charge the full amount of the original order.
5. All new clients are required to make full payment in advance to recieving your goods.
6. Wedding bookings - 20% is required to secure your date (acceptance of our quote). A further 30% payment is required before your date. The final 50% payment is then required 7 days post being sent your final invoice. Your final invoice will have actual staff hours vs estimated. We will always estimate as close to this as possible. Any missing hireage due to breakages or lost by guests will be added to your final invoice.