

Firefly Foods: Cancellation and Payment Policy

Thank you for requesting a quote, or booking with us! To accept and confirm your booking, you will need to confirm your menu with us, including dietary requirements.

There is a 15% non-refundable deposit to secure your event.

Late confirmations of the menu (received less than seven days from your event) may attract a late confirmation fee of 10% of the total. This is because we have already incurred costs. Payments outside of our seven day payment terms may attract a 10% late payment fee.

Also, please note, any catering or events booked less than seven business days from the event date require full payment by date specified on the tax invoice.

Please note: we are a small business and we make great food to order. This includes perishable and specialty items. We strive to make the best quality food that we can for you, with minimal waste. As a result, cancellations less than five days before the event result in full payment of your invoice because we have already incurred the cost of purchasing and preparing your order. *Any variation to the order may incur additional expense.*

Damage/Theft/Loss - Equipment

Equipment such as platters and bowls etc. damaged, stolen or lost by the client will be the responsibility of the client. Replacement costs will be invoiced to the customer.

Minimum orders:

We have a minimum of 30 people for all bookings unless by prior arrangement.

Delivery Fees (Corporate catering only): · Atherton Area:
\$30.00

· Van hire travel fees for private events - \$250 flat fee
(Tablelands only)

Errors and Omissions excepted 27/6/21. Sara Isherwood (trading as Firefly Foods)