



Eat Drink Play Pty Ltd (Secret Foodies)

ABN: 89143853794

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<http://secretfoodies.com.au>

Secret Foodies Terms and Conditions

Thank you for choosing to book your upcoming event with Secret Foodies. We are excited about making your event as special as possible. Please understand that when you book your event through Secret Foodies there are third parties involved. We work with restaurants, suppliers, caterers, venues and external staff to ensure your event runs smoothly and you have a truly memorable experience. Below are our terms and conditions. By paying your deposit or arranging a ticketing page you accept the Terms and Conditions outlined in this document.

1. Booking Your Event:

- 1.1 To confirm your booking we require a 50% deposit based on the total estimated number of guests quoted.
- 1.2 You will be sent an invoice outlining the deposit amount to be paid. Your booking is not confirmed until we receive this payment.
- 1.3 Alternatively you can confirm your booking by arranging a ticketing page through Secret Foodies. Your booking is confirmed once at least 10 people have purchased tickets to your event.
- 1.4 Secret Foodies reserves the right to forfeit the tentative booking with the restaurant or venue if your deposit is not received within 7 days of invoicing or setting up your ticketing page.

2. Payment:

- 2.1 Full payment must be made at least 7 days prior to the event through the nominated payment method.
- 2.2 Credit card payments incur surcharges. We accept Mastercard and Visa.
- 2.3 The preferred payment method is by direct deposit to:

Account name: Eat Drink Play

Bank: Commonwealth Bank

BSB: 062 099

Account: 10665076

Ref: Please use the issued invoice number as the reference (i.e Inv 0032)

3. Pricing:

- 3.1 All prices are based on current costs and are subject to revision by Secret Foodies.
- 3.2 All prices, expenses and charges may be subject to any tax imposed by the Australian Government.

4. Guest Numbers:

- 4.1 Final number of guests is required by email no later than 7 days before the event.
- 4.2 Any decrease in number of guests within 7 days of the event will not be refunded.
- 4.3 The number of guests can increase, pending availability up to 48 hours before the event.
- 4.4 If the number of guests decreases by more than 25% of the original estimated number the customer will be required to pay the difference ahead of the event.
- 4.5 Please note minimum spends and numbers apply to some packages and must be met

5. Cancellation Policy:

- 5.1 All cancellations are to be received in writing.
- 5.2 If an event is cancelled more than 7 days before of the booking Secret Foodies will retain the customer's 50% deposit.
- 5.3 If an event is cancelled within 7 days of the booking Secret Foodies will charge the customer the total amount due based on the guest numbers.
- 5.4 At the discretion of the restaurant and pending availability a customer may reschedule the event if Secret Foodies is notified more than 7 days before of the event.
- 5.5 Any rescheduled events will incur an admin fee of \$30+ gst per person and will be invoiced to the customer.

6. Function Details:

6.1 All event details including, final number of guests, dietary requirements, final payment and specific event requirements are required no later than 7 days prior to the event.

7. Food/Drink and Dietary Requirements:

7.1 The food and drinks option is to be confirmed in writing along with payment of the deposit.

7.2 Any dietary requirements must be requested 7 days before the event for catering purposes.

7.3 Whilst all care is taken to provide special meals to meet customer requirements we are unable to guarantee meals will be 100% free of all traces of nuts, dairy, gluten or other products that may produce an allergic reaction.

7.4 All care to identify guests with special dietary requirements will be taken, but guests are responsible for identifying themselves to wait staff at the event.

7.5 All menus sent to the customer by Secret Foodies are sample menus and restaurants/venues have the right to change this due to seasonality and produce availability.

8. Text Messages:

8.1 Customers are required to send their final guest list with mobile numbers to Secret Foodies at least 7 days before the event unless payment was made via a ticketing page.

8.2 Secret Foodies takes no responsibility for guests not receiving the 'secret info' text message due to incorrect numbers provided.

8.3 A guest list must be submitted in the template provided by Secret Foodies or via the ticketing page.

9. Loss or Damage to Property:

9.1 Secret Foodies takes no responsibility for lost property, damage or loss of any gifts, equipment or personal goods.

9.2 The customer is responsible for any and all damages caused during the event by any of their guests, contractors, entertainers or any other persons attending the event.

9.3 Please contact the venue directly within 24 hours to report any lost property.

10. Access:

10.1 To ensure the event runs smoothly and efficiently we recommend a guest list for larger events. It is the customer's responsibility to manage invites, RSVP's and guest lists.

11. Music:

11.1 At some venues where there is exclusive use of a space (such as a private dining room) customers are welcome to bring an iPod with their own music. Please enquire about this upon booking.