



## **Terms and Conditions NCIE Catering**

Thank you for placing your catering order with the NCIE.

### **Orders**

NCIE Catering's minimum order is \$300 and includes free delivery within the broader Sydney CBD area. However, we can take orders from outside of the delivery area or if you can pick up from our Redfern location.

New orders will be accepted no later than 36 hours prior to delivery day and time. If less than 36 hours please call us - 02 9046 7800 - to see if we can assist.

### **Booking Confirmation**

We will send you an email confirming acceptance of your order.

Please review and contact us if there are any issues. We will then review and confirm your order as *approved*. We will contact you if there are any issues relating to your order.

The order confirmation is not an invoice.

### **Dietary requests**

NCIE does not prepare food for persons with special dietary requirements in a separate kitchen and cannot guarantee that cross contamination will not occur for example, with flour and nuts.

### **Delivery**

We will deliver within a window of your requested time. Hot food may arrive up to one (1) hour before requested time, and cold food up to 2 hours. Please provide detailed delivery details including loading dock access.

We cannot provide multiple delivery times for a single order.

### **Order Changes**

Orders may be changed with up to 48 hours' notice prior to delivery. We will update your order and resend it to you.

If less than 48 hours' notice is given we will discuss with you what options we may be able to provide.

### **Order Cancellations**

We require 24 hours' notice for an order cancellation. Any orders cancelled within 24 hours will be subject to a charge based on expenses we may incur.

### **Orders during significant Aboriginal and Torres Strait Islander weeks**

Orders placed during national Aboriginal and Torres Strait Islander weeks like NAIDOC Week & Reconciliation Week will require a 50% non-refundable deposit to secure your booking.

### **Invoice and Payment**

An NCIE invoice will be sent once the catering order has been dispatched.

All catering orders are due for payment within 7 days unless prior approval has been granted. Credit card payment can be taken over the phone via Mastercard or Visa. There is no credit card surcharge fee. American Express is not accepted.