



HOW IT WORKS: Catering

Step 1. Book the Event

Go to our Contact Us page and send us a message. Please choose Catering from the Other Home Services selection. We will email and call you as soon as possible. You may also contact us directly at 0434 229 733 or 0450 745 629 from 8:00 am to 5:00 pm Monday through Friday.

Step 2. Quotation

After the initial conversation, we will prepare a quotation complete with menu options, required services, and all the details you will need.

The menu and all required services must be finalised 30 days before the event.

The final number of guests must be finalised 21 days before the event. If, after that, the final number of guests is reduced by more than 10% of the original booking, the difference will be charged at 50% of the cost per head to cover costs incurred.

Step 3. Deposit and Final Payment

A 20% deposit is required to confirm the booking and is payable 30 days before the event.

We also need to make deposits to suppliers, so a total deposit of 50% to 75% is required to secure the booking. The additional 30% to 55% required deposit is payable within 21 days before the event.

An invoice for the total bill confirming all final requirements and the final number of guests will be submitted 9 days

before the event. Full payment of the remaining balance must be made 8 days before the event.

Step 4. Pay Via Bank Transfer

We want to make payment transactions as simple and secure as possible for both parties. While we do have premium SSL (Secure Sockets Layer) security coverage to ensure whatever data you upload on our website stays private, we prefer that you do not expose your card details on our account.

We request that you pay us directly via bank transfer.

Account Name: Eleonor Fisher
Bank Name: NAB
BSB No.: 085-005
Account No.: 408 466 154

We will send you an email confirmation once we receive the bank transfer.

Step 5. Delivery and Collection

ECF Catering prepares all food in accordance with the food standards set by Food Standards Australia.

On the agreed date and time, we will deliver food using locally sourced and organic ingredients whenever possible. The food will be prepared fresh on the event day with the highest food safety and quality standards. We also use eco-friendly packaging and utensils.

As detailed in our agreement, we will collect all catering equipment and dispose of any waste immediately after the event or the following day.

If you need to contact us directly, please email us at ecfresidentialcleaningservices@gmail.com or call us at

0434 229 733 or 0450 745 629 from 8:00 am to 5:00 pm Monday through Friday.

FREQUENTLY ASKED QUESTIONS

Booking

Booking Confirmation and T&Cs

ECF Catering reserves the right to decline any function that is not confirmed.

The deposit payment confirms that you have read, understood, and accepted the FAQs and all the terms and conditions.

How do I order catering from you?

It's easy. Please email us at ecfresidentialcleaningservices@gmail.com or call us at 0434 229 733 or 0450 745 629 anytime from 8:00 am to 5:00 pm Monday through Friday. We will contact you quickly to discuss your needs and provide a comprehensive quote.

Quotations

The quotation, including GST, will be valid for 30 days.

Do you have a minimum charge?

We accommodate events of all sizes. Although certain menus, table setups, and plating styles have minimum charges, we are open to discussing options to meet those charges and maximise your budget's value.

I confirmed my booking but didn't get confirmation.

If you haven't received an email confirmation for your bank transfer within 3 days, please check your spam or promotions folder. If it's not there, please email us at ecfresidentialcleaningservices@gmail.com in case you entered your email incorrectly. You can also call us for assistance.

Can I book over the phone?

We request that all bookings be made online wherever possible to ensure that details are entered correctly. If you are having technical issues, email us at ecfresidentialcleaningservices@gmail.com or contact us at 0434 229 733 or 0450 745 629 from 8:00 am to 5:00 pm Monday through Friday.

How far in advance do I need to book an event or place an order?

The sooner you book or order, the better. We can ensure we have enough staff and ingredients to make your event successful.

If you need to place an order on short notice due to unexpected circumstances, don't worry - we'll do our best to assist you. Please feel free to call us at 0434 229 733 or 0450 745 629, even after hours, and we will see what we can do.

Cancellations

We understand that sometimes plans change, and you may need to cancel or reschedule the event. We will do our best to accommodate your needs. Please let us know of any changes as soon as possible.

Please take note of the following cancellation policies for our Catering Services:

- Confirmed bookings cancelled 21 days before the event date will forfeit the 20% deposit.
- Cancellations made 14 days before the event will forfeit all deposits made.
- Cancellations made within 7 days before the event will be fully payable.

Supplier cancellation policies with shorter deadlines will precede ECF Planner and Decorator cancellation deadlines. Supplier cancellation policies will be detailed in the proposal.

The client may arrange the retrieval of purchases made within 3 days of cancellation. Non-food items will be donated to charity, and perishable items will be disposed of after 3 days.

The Catering Process

What types of events do you cater to?

We cater to various events and occasions, including office and corporate events, weddings, birthdays, milestone celebrations, conferences, and intimate get-togethers.

What kind of food do you offer?

Our catering menus have something for everyone. You can enjoy morning tea, all-day tea and coffee, sandwiches, baguettes, wraps, cold and hot buffet options, salads and gourmet platters. Our food is delicious and beautifully presented, and our prices are affordable. For more information or to place an order, please call us at 0434 229 733 or 0450 745 629.

Special Diet and Food Safety

We are delighted to cater to special dietary needs. Our options include vegan, vegetarian, nut-free, and gluten-free dishes, among others, available upon request. Just let us know your requirements, and we will be happy to accommodate them.

In response to our client's concerns regarding food allergies and intolerances, ECF Catering will provide table cards with food names and labels indicating food types to ensure safety. However, please be aware that ECF Catering will not be held responsible for any adverse reactions to the food we prepare or experienced by any guest.

All food is prepared in our central kitchen. In some cases, the kitchens at the event venues are used for plating and adding final touches to the dishes. The organiser must be aware and accept that these kitchens may contain allergens from previous events. We make every effort, including sanitising the kitchen surfaces, to prevent food cross-contamination. ECF Catering will not accept responsibility for any guest's adverse reaction to our food.

The organiser or guests may not bring food to the event. No other food will be permitted or consumed at the event except for celebration cakes. ECF Catering reserves the right to refuse such food and to remove all leftover food to ensure health and safety.

Alcoholic Drinks

You don't need a liquor license to serve alcohol at an event or function on private premises if you're not selling it. The alcohol must be free and consumed on the premises.

We do not sell alcohol, but for a small corkage fee, we can provide glassware and serve your alcoholic beverages.

The ECF Staff

If required, we will provide all staff to ensure the highest level of service and quality control.

When ECF catering staff serves alcohol, they will not serve minors or intoxicated guests.

Broken or Damaged Hire Equipment

Replacement costs will be charged for all catering equipment that is broken, damaged or stolen from the event.

A deposit for equipment damage may be requested for functions requiring the hiring of equipment.

Do you charge for travel?

We charge an additional amount for travel beyond 30 minutes from the CBD. We will include this information in the initial quotation.

Payment and Billing

Do you charge for delivery and collection?

Delivery and collection fees may be charged for events located 20km from the CBD, and these charges will be outlined in the quote.

How do I pay?

We accept bank transfer payments only. To confirm your booking, we require 20% deposit 14 days before the event's date, and the balance is due 4 days before the event's date.

We offer flexible payment plans for regular clients.

How do I get a receipt for my payments?

After we receive confirmation of your payment, we will promptly email you the receipts.

Complaints and Feedback

I'm not happy with the service I got.

We hope it doesn't happen, but we want to know if it does. Please email us at ecfresidentialcleaningservices@gmail.com, and we will help you resolve the issue. If there are any problems, it would be helpful if you could send us photos, if applicable, within 7 days so that we can address them promptly.

How do I contact you in case of a legitimate claim?

Please email us at ecfresidentialcleaningservices@gmail.com within 24 hours after the service, complete with a description of the claim and photos, if any. We will review your case and respond as soon as possible.