

Everyone enjoys a great party, especially a dinner party where everyone shares a meal and engages in hours of conversation. But do you find cooking to be stressful? It does not have to be.

The main advantage of hiring a private chef is the relief from the stress of planning and preparing meals by yourself. Even hiring just a cooking assistant can make parties much more enjoyable. Instead of spending hours searching for recipes, chopping ingredients, and cooking, you can simply discuss your preferences with your chef and/or cooking assistant and let them take over the kitchen.

So have your cake and eat it too. Book an ECF Chef or Cooking Assistant.



## HOW IT WORKS: Party Helpers - Private Chef and Cooking Assistants

### Step 1. Book a Session

Go to our Contact Us page and send us a message. Please choose Party Helpers 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 a.m. to 5:00 p.m. Monday through Friday.

### Step 2. Phone Consultation

We will ask you questions during our initial phone conversation and understand your requirements and preferences.

If you are interested in Private Chef Services, your Chef will prepare a quotation complete with menu options, required services, and all the details you need.

The menu and the final number of guests must be finalised 21 days before the event.

Based on the final menu, we will issue an open-ended invoice so you can make a second deposit based on the quotation.

### Step 3. Deposit and Final Payment

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

Depending on your requirements, your Chef may need to pay deposits to suppliers, so a 50% to 75% total deposit 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. 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. Enjoy the Experience**

Save time and money and reduce stress while creating an unforgettable experience for you and your guests.

If you need to contact us directly, please email us at [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com) or call us at 0434 229 733 or 0450 745 629 from 8:00 a.m. to 5:00 p.m. Monday through Friday.

## **FREQUENTLY ASKED QUESTIONS**

### **Booking**

#### **Booking Confirmation and T&Cs**

ECF Party Helpers reserves the right to decline any booking that is not confirmed.

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

#### **I confirmed my booking but did not get confirmation.**

If you have not received an email confirmation for your bank transfer within 3 days, please check your spam or promotions folder. If it is not there, please email us at [ecfresidentialcleaningservices@gmail.com](mailto: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 orders and/or bookings be made online wherever possible to ensure that details are entered correctly. If you have technical issues, email us at [ecfresidentialcleaningservices@gmail.com](mailto:ecfresidentialcleaningservices@gmail.com) or contact us at 0434 229 733 or 0450 745 629 from 8:00 a.m. to 5:00 p.m. Monday through Friday.

#### **Cancellations for Private Chef Services**

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

For Private Chefs who may need to make deposits to suppliers, the cancellation policies are:

- 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 payable in full.

Supplier cancellation policies with shorter deadlines will take precedence over ECF Private Chef cancellation deadlines. Supplier cancellation policies will be detailed in the proposal.

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

#### **Cancellations for Cooking Assistant Services**

Please take note of the following cancellation policies for our Cooking Assistants:

- Confirmed bookings cancelled 3 days before the agreed date will forfeit the 20% deposit.
- Cancellations made within 2 days before the agreed date will incur 50% of the bill.
- Cancellations made less than 24 hours before the agreed date are payable in full.

Bookings for Cooking Assistants can be rescheduled or converted to a 3-month gift voucher. The client will be charged the amount due from the original booking less the purchase price of the voucher. Refunds are not available for these vouchers.

Rescheduling less than 24 hours before the agreed time and date will forfeit the 20% deposit.

#### **ECF eGift Vouchers**

The ECF eGift Vouchers are available in denominations of \$100, \$150, and \$200. They apply to all ECF Cleaning and Other Home Services and are valid for use within 3 months.

#### **If I buy an ECF eGift Voucher, how will it be received?**

Once payment has been received, the ECF eGift Voucher will be delivered to the email address and mobile number of the person you have nominated. We will send you a cc copy of the gift announcement email.

#### **What happens if the value of my service is more than the credit on the ECF eGift Voucher I received?**

No worries. You can simply pay the excess amount via bank transfer.

#### **What if the credit on my ECF eGift Voucher exceeds the value of my service?**

We will apply the difference to your next service within 3 months.

#### **Can I transfer my ECF eGift Voucher to another person?**

ECF eGift Cards cannot be transferred to another person and are not redeemable in cash.

### **The Process**

#### **How will I identify my private chef or party cooking assistant?**

Before your initial appointment, we will send you an email containing the party helpers' information, including their full name, digital copy of their company photo ID with us, and mobile number.

Before deploying any of our staff, we ensure that we have checked their credentials, including:

- Training Certificates
- Valid Photo ID
- Current Police Check
- NDIS (National Disability Insurance Scheme) Check
- WWC (Working with Children) Check
- Valid Australian Driver's License

#### **What do private chefs do?**

They plan meals and create menus for clients while being mindful of special dietary and nutritional requirements. They source fresh ingredients and cook them from scratch. They prepare regular, gluten-free, vegan, vegetarian, dairy-free food for as few as two persons to twenty.

All meals will be prepared in your kitchen using your own ingredients. There will be no additives or preservatives, just honest-to-goodness home cooking.

**Are food ingredients included in the Chef's rate?**

You may request the Chef to source raw ingredients and bring them with him to your place. The cost of the food ingredients will be invoiced separately.

**Why do you need to prepare a quotation? Can't you offer a flat rate for the Chef?**

The number of courses, special food requests and food with dietary restrictions will cost extra when booking a Chef.

**What do kitchen/party cooking assistants do?**

The kitchen helpers at the party prepare ingredients and wash utensils, pots, and pans during cooking. They also help set up the buffet tables, load the dishwashers, clean the kitchen counters and floors, and put away clean dishes, cutlery, and serving dishes after use. Additionally, they clean kitchen equipment and take out the trash.

Feel free to ask for any tasks related to ECF Party Cooking Assistant during the event.

**Can I book a party helper to assist me in the kitchen on a regular day?**

Yes. In the same manner your house cleaner comes and cleans for you, we also offer a range of other services to help you in the kitchen, from organising your pantry to basic cooking lessons to family meal preparation.

Our chefs can also provide regular cooking services for you and your family. They can prepare meals on a weekly basis, which can then be frozen with written instructions on how the client should reheat or finish them on his own.

**Can my party helpers come in uniform during special occasions?**

Yes, you may request our cooking assistants to wear appropriate uniforms even on ordinary days.

**Do you have a minimum charge?**

We do have a 3-hour minimum for our travelling chefs and cooking assistants to come to you.

**Do you charge for travel?**

We charge an additional amount for travel beyond 30 minutes from the CBD, which may be included towards the minimum charge. We will include this information in the initial quotation.

## **Payment and Billing**

**How do I pay?**

We accept bank transfer payments only.

A 20% deposit is necessary to confirm the booking. Full payment must be made 3 days before the session.

**How do I get a receipt for my payments?**

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

## **Complaints and Feedback**

**I am not happy with the service I got.**

We hope it does not happen, but we want to know about it if it does. Please email us at [ecfresidentialcleaningservices@gmail.com](mailto: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](mailto: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.

