



MN Catering Terms & Conditions

Quotation

The MN Catering team can provide a quotation tailored to your individual requirements. This written quotation will remain valid for 30 days from the date of issue. Should the event brief change, the quotation will be reviewed and reissued accordingly. All orders and any amendments must be submitted in writing. Please note that you are responsible for entering your request via the Metro North Catering website or via email correspondence.

Prices

While every effort is made to maintain published pricing, MN Catering reserves the right to amend prices at its discretion. Should any pricing changes occur, the client will be notified prior to the event date. All quoted prices include GST unless otherwise stated.

Confirmation of Catering

By submitting an order, you acknowledge and accept MN Catering's terms & conditions and confirm that you have the necessary financial authority or will obtain the required approval prior to delivery.

Payment Terms

MN Catering's payment and terms are as follows:

- Payment is due within 30 days of the invoice date. External clients may pay via credit card, EFT, or any method specified on the invoice.
- Internal clients are billed to the cost centre code provided.
- Late orders may incur a 10% - 20% fee, at the discretion of MN Catering.
- Weekend catering carries a 10% surcharge, whilst public holiday catering carries a 20% surcharge.
- MN Catering reserves the right to apply additional charges after the event for extra staff hours or additional catering items as required.

Cancellation Terms

All cancellations must be submitted in writing and are subject to the following conditions:

Notice Period	Cancellation Fee
At least 48 hours	NIL
Between 48 and 24 hours	50% of order fee
Less than 24 hours	100% of order fee

Damages

The client is responsible for any damage to loaned or hired equipment. Any acts, omissions, or negligence may result in a charge based on:

- The cost of repairs, and
- The replacement value of the equipment

Additional Charges

For any events requiring MN catering staff to cook, clean, serve or RSA service will be charged \$50 per hour per staff member, staffing numbers are determined by MN Catering.

Please contact us for further details and applicable charges.

Externally purchased food & beverage

Externally supplied food is not permitted to be bought onto the premises for consumption, in accordance with MNHHS Hospitality and Functions Procedure: [MN Meals & Hospitality Procedure 004157](#)

Liquor Licence, Responsible Service of Alcohol

MN Catering adheres to a Responsible Service of Alcohol (RSA) Policy. It is illegal to serve alcohol to anyone who is intoxicated, disorderly or underage. MN Catering reserves the right to refuse service and to request identification as required.

BYO alcohol is not permitted at any MN Facility