Terms & Conditions

LA FRENCH TOUCH | CATERING

Definition

La French Touch Catering in the following text can be designated as “LFT”.

These Terms and Conditions may be amended by us at any time by updating them on our website. You should review these Terms and Conditions each time you call our services or access our website. By continuing to use and access our website you agree to be bound by the amended Terms and Conditions.

Staff costs

“La French touch” Catering function staff are available for booking for a minimum of four hours, as per industry standard. Bookings including staff must be confirmed 7 days prior to the date of the event.

Equipment

“La French Touch” Catering can arrange any extra equipment you require for your event. Hire of equipment included is itemised in the quote and includes a delivery and pick up charge. Any damage to or loss of hire equipment caused by the client, client’s guests, venues or venues employees will be charged to the client and invoiced after the event.

Prices

All prices quoted are inclusive of LFT unless otherwise stated. Prices are subject to change.

Deposit and payments

All quotes are subject to availability at the time of booking and a 20% deposit is required to secure the event date. No event is considered confirmed until the deposit has been received.

The balance will be invoiced upon confirmation of numbers 7 working days prior to the function. **Where LFT expressly requests payment before or on the date of the event or delivery, full payment must be received by the specified date.**

If payment before or on the date of the event or delivery has not been expressly requested, any outstanding balance must be paid no later than the last calendar day of the month in which the service, event or delivery takes place. This due date applies automatically, without the need for a separate reminder, unless different payment terms have been expressly agreed in writing in advance.

Our bank account details are located on each invoice for payment by direct transfer and are available on request by email at contact@la-frenchtouch.com. Any additional charges due to unexpected reasons will be invoiced after the event and payable by the due date stated on the additional invoice, unless otherwise agreed in writing.

Cancellations

Staffed events that are cancelled less than 72 hours prior to the event for any reason, including weather or any other circumstances will incur a fee of 100% of the final invoice. Customers who cancel with less than 21 days notice will not be refunded the initial 20% security deposit.

Confirmation of Details

Menus, final numbers, dietary requirements and staff for functions are to be confirmed 7 days prior to the event. If the final numbers decrease after confirmation has been made you will be charged at your confirmed numbers.

Delivery only orders must be confirmed 48 hours prior to delivery. **Payment for delivery-only orders is subject to the terms stated in the “Deposit and payments” section above, unless otherwise expressly agreed in writing.**

Dietary Requirements

“La French Touch” Catering will not accept responsibility or liability for an adverse reaction to our any of our food by any guest. Please inform any of your guests who have serious food allergies that if they are concerned that they will be able to bring their own allergen free food in some circumstances. Please check with your booking representative upon booking and they will inform the function staff of this arrangement.

Quality Control

Images on our website and marketing material are styled for presentation purposes and may not be indicative of the presentation of particular items ordered by the Client. Menus are subject to change according to seasonal and supplier availability. We do endeavour to alert clients to any changes; however, this is not always possible and in some instances some products may be substituted for similar quality ingredients.

Ordering cut off times

Wholesale orders must be received by 2pm, 2 working days prior to the day that delivery is required.

Corporate delivery only orders can be placed up to 48 hours prior to the time that the delivery is required, Monday to Friday.

For example, an order required for delivery Wednesday 12 midday must be ordered and confirmed by “La French Touch” Catering by Monday 10 midday. Orders for delivery Monday must be placed by the corresponding time on the Thursday prior. For example, an order required on Monday at 8am must be ordered and confirmed by 8am on the Thursday prior.

Responsible Service of Alcohol

In accordance with the Japanese law, “La French Touch” Catering staff reserve the right to refuse to serve alcohol to guests under the age of 20 and guests who are intoxicated.

If a Temporary Liquor Licence application is required, fees will be directly charged to the Client whether the application is successful or not.

In certain situations, including functions held in public areas such as Parks and Gardens council regulations will require the alcohol service area to be fenced off from the general public. In this instance the cost of said fencing will be charged directly to the client, including the delivery and set up charges associated with it.

Deliveries

Delivery fees to locations further than 10 kilometres away from Minato-Ku are discretionary. When a preferred delivery time is unavailable “La French Touch” Catering will ensure that the delivery is made prior to the agreed time.

Please ensure delivery access is always available to your location. If a mobile phone number is provided for contact, please ensure that mobile phone is switched n. If access is not available at agreed time of delivery, the driver may have to return at a later time resulting in an additional delivery fee, or the delivery may be cancelled at the discretion of “La French Touch” Catering. Payment of the invoice will still be required.

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