KC PEACHES

# Terms & Conditions for Catering Orders

## Delivery Hours

Deliveries are available Monday to Friday, from 7:00am to 2:30pm

## Collection Hours

Orders may be collected from our Central Production Unit (CPU) during regular business hours, Monday to Friday, from 8:00am to 4:00pm

## Cut-off times

To ensure we can prepare your order to the highest standard, the following cut-off times apply:

- **Cold food items:** Sandwiches, salads, yoghurt pots, pastries, fruit and similar items must be ordered by **1:00pm on the day before your event**.
- **Hot food and larger items:** Canapés, grazing boards, hot breakfasts, hot lunches and full-sized cakes must be ordered by **12:00pm, two days before your event**.
- **Events with staff & rentals:** We require 1 weeks' notice for confirmation

## Minimum Orders & Menu Availability

To streamline our production, we have minimum orders on selected items. These are stated on the menu.

Some items on the menu are only available at certain times of the day. For example, sandwiches & salads can only be delivered from 10:30am. If you need breakfast and a lunch order, you will need to have two delivery slots resulting in two delivery fees.

## Payment Terms

Unless you are registered with us to pay on account, all orders must be paid for in full in advance to secure your booking.

We accept credit/debit cards and electronic funds transfers (EFT).

## Cancellations & Amendments

Cancellations and amendments must be requested within the applicable order cut-off times:

- **Cold food items:** By 1:00pm on the day before your event.
- **Hot food and larger items:** By 12:00pm, two days before your event.

Refunds may be issued for cancellations made within these timeframes. However, depending on the type of food ordered and the stage of production, a full refund may not always be possible.

- **Events with staff & rental equipment:** Cancellation requests received after the applicable cut-off time will be assessed on a case-by-case basis.

## Collection of Equipment

Any dishes, serving equipment or utensils supplied with your order will be collected on the following business day, unless otherwise agreed. Friday deliveries will be picked up on Monday. Any missing dishes/utensils will be billed to you at a reasonable replacement cost.

**Same-day equipment collection** is available for an additional fee of €20. Collection times are limited and subject to availability.