



CATERING TERMS AND CONDITIONS

Thanks so much for choosing Smokin' Oak Barbecue! We're all about great food, friendly service, and making your event as easy and enjoyable as possible. Before we get started, please take a moment to read through our terms and conditions.

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GENERAL:

1.1 Contact information

If you'd like to get in touch about any of our services—whether for current bookings or new enquiries—you can reach us by email at contact@smokinoak.co.nz or by phone on **021 992 936**.

SECTION 2 – CATERING:

2.1 Bookings, confirmations & payments

Your booking is confirmed once we've received a **deposit** and a **signed catering agreement**. Quotes are valid for **30 days**, unless otherwise agreed upon.

Depending on your event and location, minimum guest numbers or spend may apply:

- **Buffet menu (drop-off):** 30 guest minimum
- **Buffet menu (onsite):** 50 guest minimum



- **Food Truck catering:** 50 guest minimum
- **Food Truck vending:** A minimum spend may apply (private events only; separate terms apply for festivals or public events)

To secure your date, a **deposit of 30%** of the total invoice is required.

The remaining balance is due **7 days before your event**, unless we've agreed on a different arrangement.

Payments are accepted via **bank transfer**, and all the details will be included on your invoice.

Full payment must be received **before delivery** of your catering.

In some cases, Matt and Heather may not be present to cater your event in person. If this occurs, your event will be managed by experienced Smokin' Oak Barbecue staff. We will always inform you in advance, and you can expect the same high-quality catering and service that Smokin' Oak Barbecue is known for.

Bookings on public holidays incur a 15% surcharge.

2.2 Cancellations

If you need to cancel:

- Deposits are non-refundable.
- Cancellations made within 14 days of the event may be charged up to 100% of the total booking amount to cover costs already incurred.

If we need to cancel:

- In the unlikely event that we need to cancel due to unforeseen circumstances, all payments received will be fully refunded. Where possible, we will also assist in arranging a suitable alternate date or replacement caterer.

2.3 Pricing

Our pricing is based on current wholesale costs and availability. While we will do all we can to keep pricing consistent, our costs may be affected by things such as inflation and availability. Therefore, pricing may vary from time to time.

We'll always communicate clearly about any changes well in advance.

2.4 Guest numbers and menu

Final guest numbers must be confirmed at least 14 days prior to the event. After this date increases in guest numbers may be accommodated subject to notice and availability. Please note that reductions in guest numbers after this deadline may not result in a lower total cost.

Menu selections should be finalised no later than 14 days before the event. In rare cases, due to supply constraints, we may need to substitute items with alternatives of equal or higher quality.



Portions are based on a standard adult serving size. If you anticipate larger appetites among your guests, we recommend factoring this in when confirming your final numbers.

Special dietary requirements may be requested. While we take all practicable steps to minimize risk, we cannot guarantee the complete avoidance of cross contamination. If you have any concerns about dietary requirements or allergies, please contact us to discuss further.

All catered food is prepared for consumption on the day of the event. Leftover food may be handed over only at our discretion and will be considered on a case-by-case basis. Approval may depend on factors including, but not limited to, the availability of suitable containers and adequate refrigeration. We accept no responsibility for the safety, storage, or quality of food once we have packed up and left.

2.5 Event logistics

Access: The client is responsible for ensuring safe and suitable access for our smoker, food truck or catering setup (including clearance, flat ground, adequate turning space and pedestrian or guest free).

Power & water: Access to power (10A outlet) and/or water must be provided if required. We can operate self-sufficiently on request, subject to prior agreement.

Setup: We typically arrive 1 - 2 hours before service for an on-site buffet or food truck service. On-site cook arrival times will vary and will be clearly communicated with the client.

Weather: For outdoor events, the client is responsible for providing adequate shelter or an alternative plan in case of poor weather.

We may request photographs, videos, or, in some cases, a site visit to confirm that access and setup areas are suitable.

We reserve the right to decline catering services if we determine that the location is unsafe or inaccessible.

2.6 Travel and additional costs

Travel within 15 km of our Morrinsville base is included in your booking. For locations beyond this, a travel fee of \$1.50 per kilometre (round trip) will apply.

Additional fees may also apply depending on the event location, size, menu selections, or other requirements. These may include, but are not limited to:

- **Catering cook onsite fee (smoker or food trailer on site):** \$300
- **Vending onsite (food truck on site):** A minimum spend may apply
- **Accommodation:** \$250 per night for every two staff members
- **Staffing:** \$40 per hour per staff member
- **Use of proper crockery and cutlery (including clearing tables):** \$5 per person

We'll always confirm any extra costs with you before your event.



2.7 Health, safety and compliance

Smokin' Oak Barbecue operates under a registered Food Control Plan in accordance with the Food Act 2014.

We maintain all required public liability insurance, which can be provided on request.

The client is responsible for ensuring that the event space is safe and suitable for our staff to operate.

2.8 Liability and damage

We take care with your property, but Smokin' Oak Barbecue cannot be held responsible for:

- Any damage to property, driveways, or underground services from reasonable access by our vehicles.
- Any disruptions outside our control, such as power outages, extreme weather, or venue restrictions.

The client is responsible for any loss or damage to our equipment caused by guests or attendees.

2.9 Waste and clean-up

We provide disposable serving ware unless otherwise arranged.

Waste removal will be handled as agreed prior to the event (either by us or by the client).

3.0 Public events/site fees (if applicable)

For public events or festivals, separate trading terms will apply, including any site fees, commission structures, or minimum guarantees.

3.1 Acceptance of terms

By paying the deposit or confirming the booking in writing, the client acknowledges they have read, understood, and agreed to these Terms & Conditions.

If you have any questions or require further details regarding our terms and conditions, or any service we offer, please don't hesitate to contact us