



SMOKIN' OAK BARBECUE

CATERING TERMS & CONDITIONS

Thank you for choosing Smokin' Oak Barbecue!

We're all about great barbecue, friendly service and making your event as easy and enjoyable as possible. To help everything run smoothly, we've put together a few terms and conditions outlining what you can expect from us and what we'll need from you.

Please take a moment to read through these before confirming your booking.

SECTION 1 – GENERAL INFORMATION

1.1 Contact Information

If you have any questions about our catering services, an upcoming booking or anything else, please feel free to get in touch.

Email: contact@smokinoak.co.nz

Phone: 021 992 936

SECTION 2 – CATERING SERVICES

2.1 Bookings, Confirmations & Payments

Your booking is confirmed once we've received your signed catering agreement and a 30% deposit. The remaining balance is due 7 days before your event, unless otherwise agreed.

Payment is by bank transfer, with payment details provided on your invoice. Full payment must be received before catering services are provided.

All quotes are valid for 30 days unless otherwise stated.

Depending on your event, location and catering requirements, minimum guest numbers or minimum spends may apply:

- Buffet catering (drop-off): Minimum 30 guests.
- Buffet catering (onsite): Minimum 40 guests.
- Buffet catering (onsite cooking): Minimum 50 guests.
- Food truck catering: Minimum 50 portions or an agreed minimum spend.
- Food truck vending: A minimum spend may apply to private events. Separate arrangements apply to festivals and public events.

These minimums are a guide and may vary depending on travel distance, event location and catering requirements. We'll assess each enquiry individually and confirm any minimum requirements when providing your quote.



2.2 Cancellations & Postponements

If you need to cancel

We understand that plans can change. If you need to cancel your booking, please let us know as soon as possible.

Your 30% deposit secures your event date and contributes towards booking administration, planning, preparation and the potential loss of other bookings.

If you cancel, we may retain some or all of your deposit to cover reasonable costs and losses resulting from the cancellation.

Cancellations made within 14 days of your event may incur additional charges, up to the total booking value, depending on costs already incurred, commitments made and losses that cannot reasonably be avoided.

If you need to postpone or change your event date

We'll do our best to accommodate a new date, subject to availability.

Any additional costs associated with the change will be discussed and agreed upon before confirming the new arrangements.

If we're unable to accommodate your new date, our cancellation terms will apply.

If we need to cancel

In the unlikely event that we're unable to provide your catering, we'll contact you as soon as possible.

Where possible, we'll work with you to arrange an alternative date or assist in finding a suitable replacement caterer.

If we're unable to provide the agreed service, payments received for that service will be refunded.

2.3 Pricing

Our pricing is based on current ingredient, supply and operating costs.

We do our best to keep our pricing consistent and honour agreed quotes. However, factors outside our control, such as significant increases in ingredient prices, supply costs or other operating expenses, may occasionally mean we need to adjust our pricing, even after a booking has been confirmed.

We understand the importance of budgeting for an event, so any price adjustments will only be made where reasonably necessary. We'll always communicate any proposed changes clearly and as early as possible, explain the reasons behind them and discuss the options with you before making any adjustments.

Any additional costs resulting from changes to your booking or requested services will also be discussed and confirmed beforehand.



2.4 Guest Numbers, Menu & Dietary Requirements

Guest numbers and menu selections

Final guest numbers and menu selections must be confirmed at least 14 days before your event.

Increases in guest numbers after this date may be accommodated, subject to availability and sufficient notice.

Reductions in guest numbers after the 14-day deadline may not result in a reduction in the final invoice, as food, staffing and other arrangements may already have been committed to.

In the unlikely event that an ingredient or menu item becomes unavailable, we may need to make a suitable substitution. We'll aim to provide an alternative of equal or greater quality and discuss any significant changes with you beforehand.

Portion sizes

Our aim is to make sure you and your guests are well fed and enjoy plenty of great barbecue. With this in mind, our portions are based on standard adult serving sizes.

If you expect your guests to have particularly large appetites, please let us know when confirming your menu and guest numbers so we can discuss suitable options.

Children's portions and pricing may be available depending on the catering format and will be confirmed as part of your booking.

Dietary requirements and allergies

We're happy to accommodate a range of dietary requirements wherever possible.

Please let us know about any allergies, intolerances or special dietary requirements when confirming your menu.

While we take all practicable steps to minimise the risk of cross-contact, our food is prepared in environments where allergens may be present. We therefore cannot guarantee a completely allergen-free meal.

Some dietary requirements may incur an additional charge to cover specialised ingredients or preparation. Any additional costs will be discussed with you beforehand.

Client-supplied food

For food safety and quality reasons, we don't prepare, cook or serve food supplied by clients or other parties unless agreed upon in advance.

Leftover food

All catered food is prepared for consumption on the day of your event.

Leftovers may be provided at our discretion, depending on food safety considerations, suitable containers and adequate refrigeration.

Once food has been handed over, responsibility for its safe storage, handling and consumption passes to the client.



2.5 Event Logistics & Site Requirements

Access and setup

The client is responsible for ensuring safe and suitable access for our vehicles, smoker, food truck and catering equipment.

This includes adequate clearance, suitable ground conditions, turning space and a clear access route free from guests and other obstructions.

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

Any necessary venue permissions, site approvals or permits for our vehicles, smoker, food truck or catering setup are the responsibility of the client unless otherwise agreed.

Power and water

Access to a suitable 10A power outlet and/or water supply must be provided where required.

We can operate self-sufficiently in some circumstances, provided this has been discussed and agreed upon before your event.

Kitchen facilities

While we're generally self-sufficient and don't require access to a commercial kitchen for cooking, having a suitable kitchen or food preparation area available for slicing, preparation and plating is always appreciated.

Please let us know in advance whether kitchen facilities are available at your venue, and whether these will be for our exclusive use or shared with other caterers, vendors or venue staff.

Where kitchen facilities aren't available, we'll discuss alternative arrangements with you to ensure we have a suitable space to prepare and serve your catering.

Arrival and setup times

For onsite buffet and food truck catering, we typically arrive approximately 1–2 hours before meal service.

Where we're cooking onsite with our smoker, arrival times will vary depending on the menu and cooking requirements. This can be approximately 10–12 hours before service.

We'll confirm our expected arrival and setup requirements with you before your event.

Service times

Our onsite catering includes an agreed period of food service, with the duration depending on your chosen catering format and event requirements.

For food truck catering, our standard service period is up to 2 hours, unless otherwise agreed. This does not include setup or pack-down time.

Service times will be confirmed before your event. If you'd like us to stay longer, please discuss this with us in advance so we can confirm availability and any additional costs.



Staffing

While Matt and Heather are involved in the planning and preparation of our catering services, they may not always be personally present at your event.

In these cases, your catering will be managed by experienced Smokin' Oak Barbecue staff. We'll let you know in advance, and you can expect the same great food and friendly service.

Meal service times and delays

We'll do our best to accommodate reasonable changes to your agreed meal service time.

However, significant delays may affect food quality, staffing arrangements or our ability to provide the agreed service.

If your event is running behind schedule, please let us know as soon as possible.

Additional charges may apply where extended staffing or service time is required. These will be discussed with you wherever practicable.

Weather and outdoor events

For outdoor events, the client is responsible for providing suitable shelter or an alternative plan in the event of poor weather.

Our equipment, staff and food preparation areas must be protected from unsafe conditions.

We reserve the right to delay, modify or decline service where access, weather conditions or the event environment present an unacceptable safety risk.

Where possible, we'll work with you to find a practical alternative.

2.6 Travel & Additional Costs

Travel within 15 km of our Morrinsville base is included in your booking.

For locations beyond this distance, a travel charge of \$1.50 per kilometre (round trip) applies.

Depending on your event location, menu, guest numbers and service requirements, additional charges may apply.

These may include:

- Food truck onsite fee: \$300.
- Smoker onsite cooking fee: \$300.
- Food truck vending: An agreed minimum spend may apply.
- Accommodation: \$300 per night for every two staff members.
- Additional staffing: \$40 per hour, per staff member.
- Crockery and cutlery upgrade: \$5 per person, including table clearing.
- Public holiday surcharge: 15% of the booking value.



Our standard buffet catering includes disposable eco-friendly plates and cutlery. For wedding buffet catering, crockery, cutlery and table clearing are included as part of the service.

Where both our food truck and smoker are required onsite, separate onsite fees may apply.

Additional costs may also apply for extended service times, difficult site access or other requirements outside the original booking arrangements.

We'll always discuss and confirm any additional costs with you beforehand wherever possible.

2.7 Health, Safety & Compliance

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

We maintain public liability insurance, with confirmation available upon request.

The client is responsible for ensuring the event location provides a safe and suitable working environment for our staff and equipment.

This includes identifying any known hazards, restrictions or site-specific requirements before our arrival.

For the safety of everyone involved, guests and attendees must remain clear of our cooking equipment, smoker, food preparation areas and vehicle movements.

We reserve the right to suspend or stop operations where conditions present a serious health or safety risk.

2.8 Liability & Damage

We take reasonable care to protect your property and provide a safe, reliable catering service.

The client is responsible for advising us of any known access restrictions, unsuitable ground conditions, underground services or other hazards that may affect our vehicles, smoker or catering equipment.

Where damage results from unsafe site conditions or hazards that were not reasonably identifiable or disclosed to us, responsibility will be assessed according to the circumstances and each party's contribution to the damage.

The client may be responsible for reasonable repair or replacement costs where our equipment is damaged through the negligence or deliberate actions of guests or attendees, to the extent that the client is legally responsible.

2.9 Waste & Clean-Up

We'll leave our immediate catering and food preparation areas clean and tidy following service.

Waste removal and disposal arrangements will be agreed upon before your event and may be managed by us, the client or the venue, depending on the catering format and facilities available.

Unless otherwise agreed, general event waste and the cleaning of guest dining areas remain the responsibility of the client or venue.



Where our crockery and cutlery upgrade has been selected, table clearing will be included as agreed.

2.10 Circumstances Outside Our Control

Occasionally, circumstances outside either party's reasonable control may affect an event.

These may include severe weather, natural disasters, road closures, major utility outages or other unexpected events that prevent catering services from being provided safely or as agreed.

If this occurs, we'll contact you as soon as possible and make reasonable efforts to find a suitable solution.

Depending on the circumstances, this may include adjusting service arrangements, postponing the event or arranging an alternative.

If the event cannot proceed, we'll discuss the available options with you, including any applicable refunds or credits.

2.11 Public Events & Festivals

For public events, festivals and other vending arrangements, separate trading terms may apply.

These may include site fees, commission structures, minimum spend guarantees, trading hours, access requirements and other event-specific conditions.

Any applicable arrangements will be discussed and agreed upon before confirming our participation.

2.12 Acceptance of Terms

By signing our catering agreement, paying the required deposit or otherwise confirming your booking in writing after receiving these terms, you acknowledge that you have read and accepted our Catering Terms & Conditions.

These terms should be read alongside your catering agreement, quote and any other arrangements confirmed in writing.

If you have any questions or would like clarification on anything, please don't hesitate to get in touch.

We're always happy to help and look forward to being part of your event!