



## Delivered Catering Terms & Conditions

These terms and conditions cover our delivered catering (no staff) service. If booking a staffed event you will receive a contract containing the terms and conditions for our staffed events.

If you have not been sent a contract, these terms and conditions apply.

### Order cut off times

Menus and items have varying order cut off times, ranging from 24 hours to 5 days depending on the notice our kitchen needs to order product and book staff. These are indicated on our menus and online ordering portal.

If you require an item or catering after a cut off time, contact [orders@littlewolf.co.nz](mailto:orders@littlewolf.co.nz) as we may be able to make exceptions at our discretion or suggest alternative items.

### Changing your Order

Changes can be made to orders up to the above order cut off times.

For changes after cut-off times, changes are made at our discretion and in some cases charges may apply to cover any incurred costs.

### Cancellations

Orders cancelled by the above order cut-off times - No charge / full refund or credit on future orders

For items with cut off time longer than three days (Canape Party Packages, Delivered Buffet, Delivered BBQ, Delivered Grazing Tables)

Cancelled 3 days or more before delivery date	No charge / full refund or credit on future orders
Cancelled 1-3 days before delivery date	75% refund or no charge and full credit for future orders
Cancelled on the day	Charged in full minus delivery fee

*This cancellation policy applies to cancellations due to a change in covid Alert Levels.*

*Please note, we are able to continue to deliver catering under current Alert Level 2 and Alert Level three guidelines.*

*If you have booked an order that is cancelled by us, you will be offered a refund in full, a credit on future orders or to move your order to a new date.*

### Minimum Order Value

Monday - Friday	\$230 including GST, excluding delivery fees
Weekends	\$460 including GST, excluding delivery fees
Public Holidays	Sorry, we don't deliver on public holidays

### Delivery Fees

Delivery fees vary by area:

Local (within 5 mins of our Mt Wellington kitchen)	\$18
Auckland CBD and surrounding areas	\$28
North Shore (to Albany)	\$40
Other	on application

Second and third deliveries to the same address on the same day \$18 each delivery.

Weekend delivery surcharge of \$35 additional to the above fees.

Prices include GST

### Guaranteed On-Time Delivery

If your delivery isn't at your specified delivery address at the confirmed time, please let us know as soon as possible and we'll

- waive the delivery fee on your next order, and
- give you a \$100 credit toward your next order.

For scheduling reasons, your delivery may arrive up to 60 minutes before your specified delivery time. We will always call if your delivery is running late.

Your delivery may arrive with one of our drivers or with our preferred courier partner.

### Payment Terms

We require payment in full before the day of delivery.

Credit card payments incur a 2.5% surcharge.

If your organization would like to apply for alternative payment terms, contact [orders@littlewolf.co.nz](mailto:orders@littlewolf.co.nz) for an Account Application form.

Credit not available to private individuals.

Applications are subject to approval, all first orders must be paid in advance.

Outstanding invoices may be referred to external agencies for collection and the client will be liable for all debt recovery costs.

### Food Allergies

While every effort is made to meet dietary requirements, we cannot make any guarantees or take responsibility for any food allergies.