



Catering Project © 2015. Prices include GST. J & Co Sydney Pty Ltd trading as Catering Project. ABN: 89 602 950 827.

ORDERS & SHIPPING

ORDERING & PAYMENT OPTIONS

How do I login to my account and place an order?

To login, click the 'Login' button on the mid left hand side of the page, and enter your email address and password. If you have forgotten your login details, please contact us & we will reset your account.

How do I get a tax invoice?

A tax invoice will be emailed to you after your order has been delivered.

SHIPPING AND TRACKING

Catering Project products, are available for delivery to the Sydney Metropolitan Area only.

Orders to be placed prior to 3pm for next day delivery, a surcharge on orders received after this time may apply. Late orders may not have the full choice of all menus items.

Once an order has been placed an email notification is sent to Catering Project. A team member from Catering Project will then accept your order notifying your via email or phone. At this stage you will be notified if any further delivery charges apply. Only once you have this notification your order confirmed. After your order has been delivered your submitted credit card will be charged.

Are Tracking Number Issued - No

How can I track my order? - For online orders, once your order has been processed you will receive an email confirming details of your order. Alternatively you can login into your account to see the order history, call our office on 02 9251-2120 or email on orders@cateringproject.com.au.

Can you deliver to a PO Box? - Unfortunately, we cannot deliver to a PO Box.

DIETARY REQUIREMENTS

The Catering Project can accommodate most special dietary requirements but do need to be given advance warning.

All dietary requirements are to be provided in writing prior to your catering event day and is not confirmed until Catering Project has accepted it can be accommodated. All dietary specific items will be plated separately and labelled accordingly. Please speak to our Catering Manager should you have a specific dietary requirement.

MENU SELECTIONS

All food and beverage menus and selections are subject to change up to 1 month prior to your event date.

MENU SELECTION & CONFIRMATION

A Minimum amount of guests may apply to some orders or menu items.

Should your anticipated numbers reduce, Catering Project reserves the right to apply the minimum as outlined in the menu.

Staffing costs may be incurred for some events.

Confirmation of any changes in numbers must be received in writing with sufficient notice to allow production to accommodate that change without wastage costs for Catering Project.

All numbers confirmed 48 hours prior to the catering event day will be regarded as the minimum number for catering and charging purposes.

After this date increases can be accepted but no decreases.

Selected items may not be available on weekends and public holidays.

Catering Project will not be held liable for the health and safety of our customers for any food removed from a Catering Project venue or consumed more than thirty minutes after the specified service time.

ADDITIONAL MEALS & COSTS

Equipment hire and any extra services requested may incur additional costs.

Extra beverage requirements on the day of event will incur additional costs.

All prices are including GST.

DEPOSITS, REFUNDS AND CANCELLATION POLICIES

Catering orders may require 100% prepayment. Corporate accounts available.

Should catering be cancelled, the following conditions apply:

Breakfast & Bread Style Catering:

For up to 25 persons cancellations must be made no later than 3:00pm the day before the event date is required to receive a full refund of deposits.

For 25+ persons cancellations must be made no later than 48 hours before the event date is required to receive a full refund of deposits.

Buffet & Canapé Style Catering:

For up to 25 persons cancellations must be made no later than 48 hours before the event date is required to receive a full refund of deposits.

For 25+ persons cancellations must be made no later than 72 hours before the event date is required to receive a full refund of deposits.

Cancellations received after the above times will incur a fee

MINIMUM ORDER

Monday-Friday, excluding public holidays: \$100.

Orders below \$100 will incur a \$10 delivery fee if in Sydney CBD, 2000. Further delivery costs apply outside this area.

Weekends, excluding public holidays: \$500.

DISPATCH AND DELIVERY POLICES

Free delivery for orders with Sydney CBD, 2000 Monday-Friday, excluding public holidays.

Delivery costs apply outside this area and on weekends and public holidays.

Catering Project food and beverage products, are available for delivery to the Sydney Metropolitan Area only.

All orders that contain any food or beverage are dispatched and delivered on the same day by a Catering Project delivery vehicle that a customer requests for the delivery to take place due to the perishability of the product. Orders not placed prior to 3pm for next day delivery, a surcharge on orders received after this time may apply. Late orders may not have the full choice of all menu items.

Please allow 24 hours to process your order before the delivery times below

Shipping outside Sydney Metropolitan Area but within Australia: Shipping not offered.

International Shipping Details: International Shipping not offered.

PRESENTATION

Catering will be delivered in disposable, recyclable catering trays. Napkins are provided with no additional charge.

Should you prefer catering to be presented on platters you must specify when you order and a \$10 fee is applicable. Lost or damaged equipment will incur a fee at retail prices for its replacement.

EQUIPMENT HIRE

Catering Project has a full range of hire equipment for events in our warehouse or alternatively we can source anything you may require. Breakage or loss of any equipment hired will be charged to the client at retail prices for its replacement.

Delivery charges may apply.

STAFF HIRE

If you would like your function to be serviced, we have highly trained and experienced wait staff available. Staff rates are charged on a minimum of four hours, plus travel time from Catering Project central kitchen in Sydney CBD to and from the venue of your choice. A Catering Project function supervisor needs to attend all functions and events onsite.

Any additional hours worked by the staff at your event as a result of changes to the planned run of events, equipment at venue, hired in or supplied by client or by circumstances out of our control will be charged to the client post event.

CORPORATE ACCOUNTS

Corporate accounts are available on application for repeat clients; please speak to a Catering Manager.

PAYMENT OPTIONS

- Credit cards: MasterCard, Visa, Diners, AMEX.
- EFTPOS
- Bank transfer made to:

J & Co Sydney Pty Ltd trading as Catering Project

Bank: CBA BSB: 062 004 ACC: 1037 8432

A Copy of the receipt must be sent to the catering manager to confirm payment if payment is made via EFT.



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WEBSITE PRIVACY POLICY

J & Co Sydney Pty Ltd trading as Catering Project is the entity who is collecting data on this website and in control of the data. J & Co Sydney Pty Ltd and its related bodies corporate, MX Sydney Pty Ltd trading as Bowery Lane, HR Cafés Pty Ltd trading as Vesta Italian and Euro Fresh Fine Foods ("J & Co Sydney") are committed to protecting the privacy of individuals' personal information. J & Co Sydney is bound by the National Privacy Principles set out in the Privacy Act 1988 (Commonwealth) ("the Act"). J & Co Sydney will only collect, use or disclose personal information in accordance with the Act and this privacy policy.

We are extremely concerned to protect your privacy and confidentiality. We understand that all users of our site are quite rightly concerned to know that their data will not be used for any purpose unintended by them, and will not fall into the hands of a third party. Our policy is both specific and strict. If you think our policy falls short of your expectations or that we are failing to abide by our policy, do please tell us.

We are constantly vigilant for credit card or other fraud. We report all charge backs to a credit reference agency. If you have any reason to seek the return of money paid, please contact us rather than your credit card issuer.

Information may be unlawfully available to hackers and snoopers. We take no responsibility for this. The risk is no different from a similar risk in a bricks and mortar establishment. Except as set out below, we do not share, or sell, or disclose to a third party, any personally identifiable information collected at this site. If this policy should change in the future (most unlikely), then we shall provide notification in advance, and the opportunity for all users to indicate whether or not they would prefer that we do not provide the information to third parties as proposed.

DATA COLLECTION:

J & Co Sydney and its related bodies corporate, MX Sydney Pty Ltd trading as Bowery Lane, HR Cafés Pty Ltd trading as Vesta Italian and Euro Fresh Fine Foods, in general collect personal information in order to conduct our normal business, to provide and market our goods and services and to meet our legal and regulatory obligations. A list of the information we collect, (but is not limited to), and why it is necessary to collect it:

1) BASIC IDENTIFICATION AND CONTACT INFORMATION

Basic identification and contact information, such as your name and contact details.

This information is used:

- 1.1 to provide you with the services which you request;
- 1.2 to personalize and customize your experiences;
- 1.3 to maintain our accounts;
- 1.4 for billing;
- 1.5 to enable us to answer your enquiries;
- 1.6 for verifying your identity for security purposes;
- 1.7 for marketing our services and products;
- 1.8 to communicate with you by any means necessary;
- 1.9 to help make our web site as useful to you as possible;
- 1.10 to report statistics, analyse trends, administer our services and diagnose problems;
- 1.11 information which does not identify any individual may be used in a general way by us or third parties, to provide class information, for example relating to demographics or usage of a particular page or service;
- 1.12 As required or permitted by law.

2) PERSONAL INFORMATION

Personal information may be collected from a variety of sources.

This information may come from:

- 2.1 you or the company you work for;
- 2.2 advertisers;
- 2.3 mailing lists;
- 2.4 recruitment agencies;
- 2.5 contractors / business partners;
- 2.6 when you acquire a product or service from us;
- 2.7 register as a subscriber or member;
- 2.8 provide a product or service to us;
- 2.9 complete a survey or questionnaire
- 2.10 enter a competition or event;
- 2.11 participate in our services;
- 2.12 when you communicate with us by email, telephone or in writing.

3) YOUR DOMAIN NAME AND E MAIL ADDRESS

Your domain name and e mail address are recognised by our servers and the pages that you visit are recorded. We use both session ID cookies and persistent cookies. Most web browsers are set by default to accept cookies. If you reject cookies you will be unable to take advantage of some of the features of our website(s). This information is used:

- 3.1 in a collective way not referable to any particular individual, for the purpose of quality control and improvement of our site;
- 3.2 to send you news about the services to which you have signed up;
- 3.3 to tell you about other of our services.

4) FINANCIAL INFORMATION, INCLUDING CREDIT CARD DETAILS

This information is used to obtain payment for goods and services you have ordered from us. This information is taken through a page certified as secure by CBA and PayStream. You will note that this page has a web address starting "https", not "http". The additional "s" denotes its secure status. Such information is automatically encrypted as soon as you confirm it and passes in encrypted form to our contracted merchant service provider, who automatically arranges the transfer from your bank account to ours. We store the encrypted version on our servers, to save you having to re-enter it when you buy from us again, after when it is automatically deleted. The encrypted information is retained for a period of 24 months, when it is automatically deleted.

Note: your Internet browser may produce a warning message. This is automatic and does not reflect on the high level of security built into our system.

5) VOLUNTEERED INFORMATION

Information volunteered by you for a particular purpose, for example a personal profile, survey, job application form, or contest. This information will be used exclusively for the purpose for which you have provided it. Information is disclosed to third parties only where the third party concerned qualifies in whatever way the web site page requires. We will make absolutely clear on the face of the page, any intention to publicise the name of a winner. If you do not provide us with the information that we request, we may not be able to provide you with our products or services. For example, if you do not register as a member of a website, you will not be able to access features or services that are reserved for members or subscribers only.

6 AFFILIATE INFORMATION

This is information given to us in the course of your business and ours as you have applied to join our affiliate scheme. Such information is retained for business use only. We undertake to preserve the confidentiality of the information and of the terms of our relationship. This information is used:

- 6.1 to maintain our accounts and affiliate records;
- 6.2 for billing;
- 6.3 to enable us to answer your enquiries;
- 6.4 for verifying your identity for security purposes;
- 6.5 to send you news about the services to which you have signed up;
- 6.6 to tell you about other of our services.

7 BUSINESS INFORMATION

This is information given to us in the course of your business and ours such as in relation to your application to partner with us or advertise with us. We will generally collect personal information by way of forms filled out by people, face-to-face meetings, interviews, business cards, electronic attachments, telephone conversations and from third parties (representatives, agents or credit reporting agencies). Such information is retained for business use only. We undertake to preserve the confidentiality of the information and of the terms of our relationship. It is not used for any other purpose. We expect you and any partner to reciprocate this policy.

8) DISCLOSURE TO GOVERNMENT AND THEIR AGENCIES.

We are subject to the law like everyone else. We may be required to give information to legal authorities if they so request or if they have the proper authorization such as a search warrant or court order.

9) INFORMATION REQUEST

At any time you may review or update the personally identifiable information that we hold about you, by contacting us at the address below. To better safeguard your information, we will also take reasonable steps to verify your identity before granting access or making corrections to your information. We will require you to verify your identity and to specify what information you require. A fee may be charged for providing access however we will advise you of the likely cost in advance.

This confidentiality policy has been compiled so as to comply with current Australian legislation, so far as we are aware. If you have any question regarding the confidentiality policy, please contact us at:

J & Co Sydney Pty Ltd trading as Catering Project, PO Box R724, Royal Exchange, 1225, NSW, Australia.

10) YOUR FEEDBACK

To help us improve our privacy policy and practice, please give us your feedback. You may email us or write to us at J & Co Sydney Pty Ltd trading as Catering Project, PO Box R724, Royal Exchange, 1225, NSW, Australia.

REFUNDS & RETURNS

If the goods or services received are defective or not fit for purpose, a full refund or replacement will be provided. Please note that products cannot be returned due to change of mind, incorrect choice, or the item does not fit. This replacement extends to damage caused in-transit.

We guarantee that our goods:

- 1) Are of acceptable quality. This means they will be safe, durable and free from defects. They will be acceptable in appearance and finish, and do the job such things are usually used for.
- 2) Match the description given to you although may differ slightly in presentation as product are all hand-made.

How do I contact Catering Project if I feel that I am eligible for a Replacement, Refund or Return?

Within a reasonable time after the sale email orders@cateringproject.com.au and place in the Subject Title: Refunds and Return and your Business Name. We welcome you to attached images explaining your questions. Please provide details about the manner in which the goods fail to serve their purpose, or are defective



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TERMS OF USE

WEBSITE SERVICE AGREEMENT/TERMS OF USE

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No person under the age of 18 years may purchase Goods. If you are under 18, please confer with an adult to make your purchase. You are encouraged to periodically visit this page to review the most current Terms and Conditions to which you are bound. If you do not agree to these Terms and Condition of Use, please do not use this website.

We are: J & Co Sydney Pty Ltd trading as Catering Project, ABN: 89 602 950 827

Our address is: PO Box R724, Royal Exchange, 1225, NSW, Australia.

You are: a visitor to Our Website / Our Customer

1. ACCEPTANCE OF TERMS

The services that J & Co Sydney Pty Ltd provides to User is subject to the following Terms of Use ("TOU"). J & Co Sydney Pty Ltd reserves the right to update the TOU at any time without notice to User. The most current version of the TOU can be reviewed by clicking on the "Orders & Shipping – Privacy Policy – Refunds & Returns – Terms Of Use" hypertext link located at the bottom of our Web pages.

A. This Agreement, which incorporates by reference other provisions applicable to use of www.cateringproject.com.au, including, but not limited to, supplemental terms and conditions set forth hereof ("Supplemental Terms") governing the use of certain specific material contained in www.cateringproject.com.au, sets forth the terms and conditions that apply to use of www.cateringproject.com.au by User. By using J & Co Sydney Pty Ltd (other than to read this Agreement for the first time), User agrees to comply with all of the terms and conditions hereof. The right to use www.cateringproject.com.au is personal to User and is not transferable to any other person or entity. User is responsible for all use of User's Account (under any screen name or password) and for ensuring that all use of User's Account complies fully with the provisions of this Agreement. User shall be responsible for protecting the confidentiality of User's password(s), if any.

B. J & Co Sydney Pty Ltd shall have the right at any time to change or discontinue any aspect or feature of www.cateringproject.com.au, including, but not limited to, content, hours of availability, and equipment needed for access or use.

2. CHANGED TERMS

J & Co Sydney Pty Ltd shall have the right at any time to change or modify the terms and conditions applicable to User's use of www.cateringproject.com.au, or any part thereof, or to impose new conditions, including, but not limited to, adding fees and charges for use. Such changes, modifications, additions or deletions shall be effective immediately upon notice thereof, which may be given by means including, but not limited to, posting on www.cateringproject.com.au, or by electronic or conventional mail, or by any other means by which User obtains notice thereof. Any use of www.cateringproject.com.au by User after such notice shall be deemed to constitute acceptance by User of such changes, modifications or additions.

3. DESCRIPTION OF SERVICES

Through its Web property, J & Co Sydney Pty Ltd provides User with access to a variety of resources, including download areas, communication forums and product information (collectively "Services"). The Services, including any updates, enhancements, new features, and/or the addition of any new Web properties, are subject to the TOU.

4. EQUIPMENT

User shall be responsible for obtaining and maintaining all telephone, computer hardware, software and other equipment needed for access to and use of www.cateringproject.com.au and all charges related thereto.

5. USER CONDUCT

A. User shall use www.cateringproject.com.au for lawful purposes only. User shall not post or transmit through www.cateringproject.com.au any material which violates or infringes in any way upon the rights of others, which is unlawful, threatening, abusive, defamatory, invasive of privacy or publicity rights, vulgar, obscene, profane or otherwise objectionable, which encourages conduct that would constitute a criminal offense, give rise to civil liability or otherwise violate any law, or which, without J & Co Sydney Pty Ltd 's express prior approval, contains advertising or any solicitation with respect to products or services. Any conduct by a User that in J & Co Sydney Pty Ltd's discretion restricts or inhibits any other User from using or enjoying www.cateringproject.com.au will not be permitted. User shall not use www.cateringproject.com.au to advertise or perform any commercial solicitation, including, but not limited to, the solicitation of users to become subscribers of other on-line information services competitive with J & Co Sydney Pty Ltd.

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- D. The foregoing provisions of Section 5 are for the benefit of J & Co Sydney Pty Ltd, its subsidiaries, affiliates and its third party content providers and licensors and each shall have the right to assert and enforce such provisions directly or on its own behalf.

6. USE OF SERVICES

The Services may contain email services, bulletin board services, chat areas, news groups, forums, communities, personal web pages, calendars, photo albums, file cabinets and/or other message or communication facilities designed to enable User to communicate with others (each a "Communication Service" and collectively "Communication Services"). User agrees to use the Communication Services only to post, send and receive messages and material that are proper and, when applicable, related to the particular Communication Service. By way of example, and not as a limitation, User agrees that when using the Communication Services, User will not:

- Use the Communication Services in connection with surveys, contests, pyramid schemes, chain letters, junk email, spamming or any duplicative or unsolicited messages (commercial or otherwise).
- Defame, abuse, harass, stalk, threaten or otherwise violate the legal rights (such as rights of privacy and publicity) of others.
- Publish, post, upload, distribute or disseminate any inappropriate, profane, defamatory, obscene, indecent or unlawful topic, name, material or information.
- Upload, or otherwise make available, files that contain images, photographs, software or other material protected by intellectual property laws, including, by way of example, and not as limitation, copyright or trademark laws (or by rights of privacy or publicity) unless User own or control the rights thereto or have received all necessary consent to do the same.
- Use any material or information, including images or photographs, which are made available through the Services in any manner that infringes any copyright, trademark, patent, trade secret, or other proprietary right of any party.
- Upload files that contain viruses, Trojan horses, worms, time bombs, cancelbots, corrupted files, or any other similar software or programs that may damage the operation of another's computer or property of another.
- Advertise or offer to sell or buy any goods or services for any business purpose, unless such Communication Services specifically allows such messages.
- Download any file posted by another user of a Communication Service that User know, or reasonably should know, cannot be legally reproduced, displayed, performed, and/or distributed in such manner.
- Falsify or delete any copyright management information, such as author attributions, legal or other proper notices or proprietary designations or labels of the origin or source of software or other material contained in a file that is uploaded.
- Restrict or inhibit any other user from using and enjoying the Communication Services.
- Violate any code of conduct or other guidelines which may be applicable for any particular Communication Service.
- Harvest or otherwise collect information about others, including email addresses.
- Violate any applicable laws or regulations.
- Create a false identity for the purpose of misleading others.
- Use, download or otherwise copy, or provide (whether or not for a fee) to a person or entity any directory of users of the Services or other user or usage information or any portion thereof.

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7. MEMBER ACCOUNT, PASSWORD, AND SECURITY

If any of the Services requires User to open an account, User must complete the registration process by providing J & Co Sydney Pty Ltd with current, complete and accurate information as prompted by the applicable registration form. User also will choose a password and a user name. User is entirely responsible for maintaining the confidentiality of User's password and account. Furthermore, User is entirely responsible for any and all activities that occur under User's account. User agrees to notify J & Co Sydney Pty Ltd immediately of any unauthorized use of User's account or any other breach of security. J & Co Sydney Pty Ltd will not be liable for any loss that User may incur as a result of someone else using User's password or account, either with or without User's knowledge. However, User could be held liable for losses incurred by J & Co Sydney Pty Ltd or another party due to someone else using User's account or password. User may not use anyone else's account at any time, without the permission of the account holder.

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15. MONITORING

J & Co Sydney Pty Ltd shall have the right, but not the obligation, to monitor the content of www.cateringproject.com.au, including chat rooms and forums, to determine compliance with this Agreement and any operating rules established by J & Co Sydney Pty Ltd and to satisfy any law, regulation or authorized government request. J & Co Sydney Pty Ltd shall have the right in its sole discretion to edit, refuse to post or remove any material submitted to or posted on www.cateringproject.com.au. Without limiting the foregoing, J & Co Sydney Pty Ltd shall have the right to remove any material that J & Co Sydney Pty Ltd, in its sole discretion, finds to be in violation of the provisions hereof or otherwise objectionable.

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User agrees to defend, indemnify and hold harmless J & Co Sydney Pty Ltd, its affiliates and their respective directors, officers, employees and agents from and against all claims and expenses, including attorneys' fees, arising out of the use of J & Co Sydney Pty Ltd by User or User's Account.

17. TERMINATION

Either J & Co Sydney Pty Ltd or User may terminate this Agreement at any time. Without limiting the foregoing, J & Co Sydney Pty Ltd shall have the right to immediately terminate User's Account in the event of any conduct by User which J & Co Sydney Pty Ltd, in its sole discretion, considers to be unacceptable, or in the event of any breach by User of this Agreement.

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