

Terms and Conditions

1. PLACING AN ORDER

When placing your order, should an item be unavailable due to supplier shortage, we will contact you direct via email or phone to advise. For last minute alterations we will adjust menu with an item similar to a value of not less than ordered.

2. PAYMENT

We accept credit card payment by Visa and Mastercard.

A 50% deposit is required on all orders.

Invoices are sent to your nominated email address unless otherwise requested. All customers are required to pay balance on full to confirm order and delivery.

3. PRICING INFORMATION

All menu prices include GST. The Collective Society trading as Love Grow Eat will strive to maintain its pricing, however we reserve the right to alter prices without notice.

Payments are charged in \$NZD.

4. TRADING HOURS

We can cater for events seven days a week. Weekend orders have a minimum spend, please refer to 'Saturday and Sunday orders'. For evening deliveries please refer to 'Delivery' terms.

5. PRE BOOKING EVENTS

When booking catering more than three months in advance, we will only guarantee pricing on accepted orders that are paid in full at time of booking.

Orders placed more than three months in advance without full payment may be subjected to price increases to meet any seasonal increases which may occur.

If we have any queries about your pre-booked order for account holders we will contact you directly.

6. DIETARY REQUIREMENTS

Dietary requirements can be catered to by prior arrangement and will be plated separately. Labels will be supplied for all food and will include special dietary codes such as (GF), (DF), (Vegetarian), (Vegan)

Please note, that although every effort is made to keep your order free from contaminants such as gluten, nuts, fish, eggs and soy (including fresh knives, boards and first order/run of the day), all our food is made in a facility that contains these ingredients. If you have a guest with a very serious allergy, we suggest they purchase a pre-packaged/sealed meal bought in specifically to cater, or perhaps BYO.

7. EMAIL OR TELEPHONE BOOKINGS

Upon Love Grow Eat receiving your order request, you will be sent an initial quote via email. Please ensure all details are correct including: time and date of delivery and collection, number of people, location and contact details.

If you are happy with the order and wish to proceed please reply to the email “I agree to the terms and conditions of the order, I wish to confirm order (insert event #)”. This will be electronically filed in our client folders for future reference. If this email is not received from you, we cannot confirm the order.

8. CUT OFF TIME

Cut off time for ordering is 3pm 48 hours prior to your event, however we endeavour to accommodate late orders.

Final numbers for all catering is required 24 hours prior to delivery date. Orders placed within 24 hours of this time will be final.

9. SATURDAY AND SUNDAY ORDERS

For weekend corporate/private event catering, orders must be placed by 5pm Wednesday prior. After this time, please phone Love Grow Eat directly to check availability. Weekend orders have a minimum charge of \$350.00 per order. For confirmation, please book early for weekend events as we do have cuts offs.

Delivery – Saturday/Sunday is PICK UP only from our Kitchen.

10. DELIVERY

Standard delivery times are 9.00am – 4.00pm Monday to Friday. A surcharge of 20% applies outside of these times.

A delivery fee will apply for all individual orders. Please see ‘Minimum orders’ for delivery fees.

Whilst every effort is made to deliver within the requested timeframes, we cannot take responsibility for issues outside our control such as bad weather; road works; accidents. If we are delayed, we will endeavour to call you to advise food may be delivered later than requested, depending on delivery schedules.

11. MINIMUM ORDERS

Minimum order numbers apply as stated on menu packages. Please refer to the PDF download or direct online.

Cambridge Township \$15.00

Cambridge Rural \$20.00

Hamilton \$25.00

Te Awamutu \$25.00

Morrinsville \$25.00

12. PICK UP / COLLECTIONS

Orders may be collected from Love Grow Eat by prior arrangement. Please contact us directly if you wish to arrange collection of your order and time.

13. CANCELLATIONS AND REFUNDS

If your plans change and you need to cancel your order, please contact us via phone immediately. We do not offer postponement alternative dates for private/one off orders.

As our business is generated on availability, with 'on demand' produce ordering.

Cancellations fees will be charged as follows:

- 'Same day/ or no-shows' cancellations – no refund.
- Cancel within 14 days of event – no refund
- From 14 days to three months prior to date: As full payment is required to book – 50% of cost will refunded back to you within seven days of cancelling
- Over three months prior to date: As full payment is required to book – 100% refund minus 25% of total bill for administration fee.

14. CHANGES TO NUMBERS

If your numbers increase on the day of requested catering, please phone Love Grow Eat directly to discuss availability to increase. A separate invoice will be generated for account holders for additional numbers for which we require Ref number/ PO/ Contact person (or person requesting increase) or direct payment for private/one off orders on the website will be required

Due to 'on demand' ordering we are unable to reduce the numbers to your orders.

15. HEALTH AND SAFETY / FOOD HANDLING

Savoury items are delivered hot and ready to serve, unless requested to be delivered cold, or where you have requested multiple meal deliveries for the one delivery time. Food should be kept refrigerated until required.

Love Grow Eat will not be held liable for the health and safety of our customers whereby food has not been chilled / reheated as per instructions, or consumed more than 30 minutes after the specified service time. Please refer to our 'Guide to storing and reheating your catering' as part of these terms and conditions.

16. EQUIPMENT

Catering will be delivered on ceramic platters

If ceramic/silver platters are required, these must be requested at time of ordering, and returned cleaned. Any melamine/ boards / bowls / platters / cutlery must be returned to Love Grow Eat at the start of the following day. If we are required to collect from your premises, an additional charge will apply and must be arranged at time of ordering. Any equipment that is damaged or not returned will be invoiced at the full replacement cost as follows:

Platters/High Tea trays – \$55, Wooden boards – \$80, Serving cutlery – Large spoons, Tongs – \$20 each, Teaspoons and dessert forks - \$7 each Small dishes – From \$10, Tea Cups and Saucers \$25, Tea Pots \$35, Sugar bowl or milk jug \$25. Prices inclusive of GST.

17. EQUIPMENT HIRE

Love Grow Eat has a range of hire equipment for events, or alternatively we can source items. Breakage or loss of any equipment hired will be charged to the client at retail prices for its replacement. Items we have available are:

- Tables \$15.00
- Chairs \$5.00 per chair
- Versailles Gazebo Antique White with Light Grey Canopy \$500 plus GST (includes set up and breakdown)
- Coffee percolators – Hire per day – \$100.00+ gst
- Hot water urn – Hire per day – \$50.00 + gst
- High quality crockery – Main plates, side plates from \$.80 – 1.20 + gst each
- Cups and saucers – \$.80c + gst each
- Milk jugs – \$5.00 + gst
- Cutlery – Knives, forks, spoons – \$.50c each

18. STAFF HIRE

If you would like your function to be serviced, we have experienced staff available. Staff rates are charged on a minimum of four hours, plus travel time to and from the venue. A Love Grow Eat supervisor needs to attend all functions and events offsite. Any additional hours worked by the staff at your event as a result of changes to the planned run of events, or by circumstances out of our control will be charged to the client post event. Please enquire for details.

19. SUBSCRIBERS LIST

Please be advised that should you place an order online your email address will be added to our subscriber list and you will be forwarded emails from time to time advising of new menu items or changes to our menu.

20. LATE PAYMENT

1. All accounts are payable by the 20th day of the month following the date of the invoice. We reserve the right to charge interest at 2.5% per month and to charge a late payment penalty of 10% on any overdue accounts. If the account is not paid within 30 days after the due date, our debt recovery agency may charge you a fee equal of 25% of the unpaid portion of the price, but not less than \$25.00. Where the total agency, legal and other costs arising from recovery of any amount owing exceeds the debt recovery fee charged, our agent is also entitled to recover such additional costs from you. This clause is intended to be for the benefit of and be enforceable by our debt recovery agency under the contracts (Privacy) Act 1982.

2. I/We agree to indemnify you against all costs, whether commission, legal fee or otherwise, incurred by you or your duly authorised agents relating to any moneys, goods and services that may be outstanding from time to time pursuant to the terms of this agreement.

3. I/We agree that the terms of trade are strictly settlement on or before the 20th of the month following the month of delivery and that Love Grow Eat will be entitled to charge interest at the rate of 5 % per month on all amounts that have not been paid in full by the 20th of the month following the month of delivery. Credit applications will be withdrawn if payments are not made on time.

21. LEGAL BUSINESS NAME AND ADDRESS

The Collective Society Limited trading as Love Grow Eat

PH: 027 333 6678

Email – lovegroweat@gmail.com

22. COMPLAINTS, REFUNDS AND CREDITS

Love Grow Eat prides itself on the food it provides, the manner in which it is delivered and the service standards we instill in our staff. Should you be dissatisfied with the service, quantity or quality of food we will address your concerns to ensure a positive outcome.

If your complaint is due to an oversight on our behalf or you are unhappy with the product please contact us immediately upon receiving your order for us to remedy and collect. The catering must be returned in the same condition that you received it, and any food that has been eaten may only be eligible for a partial refund.

If Love Grow Eat deems the catering to be in a satisfactory condition, the goods will either be returned to the client at the client's expense, or the goods will be disposed of if the client no longer wishes to take delivery of the goods. No refund will be issued to the client in this regard. Account holders will be charged at monthly invoicing.

No refund/credit will be issued if product is not how you imagined it to be presented/constructed/size as orders are described online.

Disputes and credits will only be considered valid if brought to our attention within 24 hours of the date of supply.

Any refunds will be processed, and a credit will automatically be applied to your account or original method of payment, within seven days.

28. PRIVACY POLICY

This privacy policy sets out how Love Grow Eat uses and protects any information that you give when you use this website.

We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

We may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

We may collect the following information:

- name and job title*
- contact information including email address*
- demographic information such as postcode, preferences and interests*
- other information relevant to customer surveys and/or offers.*

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- internal record keeping*
- to improve our products and services*
- to periodically send promotional email about new products, special offers or other information which we think you may find interesting using the email address which you have provided*

- from time to time, we may also use your information to contact you for our market research purposes
- we will not provide your information to any third party partners for marketing or promotional purposes.
- We will never sell your information.

23. SECURITY

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies.

Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website,
- look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes if you have previously agreed to us using your personal
- information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at lovegroweat@gmail.com

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law..

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.