

Coast to Coast the Golden Roast (Rockhampton)
Po Box 1506 Rockhampton Qld 4700
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ABN: 45 381 466 212



Frequently asked questions and TERMS OF TRADE:- Jan 2011

1. Please return the **Booking Confirmation Sheet and deposit** to secure your function date.
2. A holding deposit of **\$1.00 per guest (minimum of \$100.00)** is required to confirm your booking.
3. If function is CANCELLED a \$50.00 administration fee is deducted from your deposit and the balance refunded. Functions cancelled in NOVEMBER and DECEMBER are non-refundable.
4. The balance of the account to be **paid on or before the Function date** with the holding deposit deducted. We need to know how payment will be made on the day of the function. All credit card payments will be processed two days prior to your function with a processing fee of 2% added to the final balance due.
5. Please phone our office **seven working days** prior to your function to confirm your guest numbers and menu selection. Increase to guest numbers can be made up to two days prior to your function date. A decrease in numbers cannot be made after final numbers have been given.
6. All Children will be included in charges for supply of Nibbles, Punch and Crockery upgrades.
7. If bridal table service is required with any menu other than the Wedding Banquet there is a \$65 surcharge. A cake cutting fee of \$75 is applicable if you require our staff to cut and bag your cake.
8. Extra Meat \$3.00 per guest. Extra salad or vegetable \$1.00 per guests.
9. We require an undercover area to prepare and serve your buffet & access to hot water
10. We require at least two (2) tables (8ft) for serving your Buffet and, one for preparation per 100 guests or part thereof, if no appropriate preparation surface is available for use.
11. Please supply a **hot water urn** for your tea and coffee if it is part of the menu, which you have chosen.
12. Staff will arrive four and a half (4 1/2) hours before service (except BBQ where we will arrive 2 1/2 before service)...to prepare, cook and serve your function.
13. If staff are delayed more than 1/2 hour past designated eating time as a result of you requesting changes to the serving time, there will be a charge of \$30.00 per half hour, or part thereof, per staff member.
14. A 20% Surcharge applies to all functions held on a Sunday or Public Holidays.
15. Where a site is deemed to be difficult to access a fee may be charged.
16. If we are required to cater in a location, with little or no facilities, there may be a surcharge for extra equipment hire.
17. **It is a health requirement that all left over prepared food is disposed of. However if suitable containers and refrigeration facilities (Esky etc) are provided, then this food will be left for your continued enjoyment...MUST be refrigerated within two hours. All unconsumed food is left at your venue and all responsibility/risk is borne by the customer.**
18. In the event that The Golden Roast is required to engage the services of any mercantile agency to effect collection of any amounts owing to The Golden Roast, then all expenses and associated charges shall be borne by the purchaser.