

Raclette party Terms and conditions

1. Notice needed: 4 business days notice (eg. Book Monday night notice for Friday, Saturday, Sunday and following Monday) Please note for bigger groups we might need more notice as we need to organise stock with our suppliers.
2. You will have to provide your own plates, cutlery, glasses. French in Town provides the food, raclette machine and food containers/boards.
3. Minimum numbers : we require 5 guests minimum for a raclette party
4. Travel and delivery : charges apply – these charges will be detailed on your quotation. (once off charge, between \$10 and \$30 depending on your address. You can check this by copying this link in your browser
https://www.google.com/maps/d/viewer?mid=1oXLVwGH_22pSDKQccJIFJLLdag&ll=-31.977793624745157%2C115.98180769140629&z=10
This includes delivery of the equipment and pick up of the equipment after the raclette party).
5. Payment : payment is needed in full to confirm the booking. Payment can be made via bank transfer to this account :
Account name : French in Town
BSB 036 034
Account number 468562
Bank : Westpac

Kindly send us the remittance advice as soon as you have made the transfer so we can confirm your booking (especially for last minute bookings)
6. Cancellations :
 - a. Between date of booking and 14 days prior to the raclette party : 100% refund
 - b. Between 14 days prior and 7 days prior to the raclette party : 50% refund
 - c. Between 7 days prior to the raclette party and the raclette party set date: no refund
7. Changes to order must be placed 2 business days prior to the raclette party. This is working days notice, ie: Wednesday for a Sunday order. This applies to location, number of guests, timing and special requirements.
8. Pick up time should be arranged prior to the confirmation of the booking. No pick up after 9pm. For dinner parties pick up will be on the following day and for lunch parties pick up will be in the same afternoon (subject to availability of staff)
9. French in Town shall not be held responsible for any damage occurred by guests of a raclette party. The guest that has been found to have caused the property damage or alike, is to pay the amount to repair in full. French in Town holds no responsibility for the health of the guests whilst attending a raclette party, they are therefore responsible for their own actions. The raclette machine is hot and guests should use precaution when using it. Do not touch the hot plate, do not handle the machine while it is still hot or turned on. French in Town shall not be held responsible for any burns or injuries caused by the machine or other equipment supplied.

10. French in Town does not charge a bond for the hire of the raclette machine but the customer agrees to return the raclette machine, boards, bowls and any utensil or cookware provided in a clean and good condition as when provided.
11. Broken Equipment
Any loss or damage to hired equipment (such as raclette machine or any boards, bowls and utensils) is the customer's responsibility. French in Town reserves the right to assess the damage and charge the customer accordingly.
12. Time frame : We will endeavour to meet all agreed time frames, however, we cannot be held responsible for delays in circumstances beyond our control. We will communicate any anticipated delays in a timely and professional manner.
13. Dietary requirements : We understand the importance of catering for dietary needs. Our menu has vegetarian options. Please notify us of any dietary requirements or food allergies at the time of booking. Our food truck kitchen and equipment used within may contain traces of nut, egg, dairy, gluten and other known allergens. Whilst we will make our best efforts to meet dietary requirements and avoid cross contamination by any allergens, we will not accept responsibility or liability for an adverse reaction to our food by any guest.