



T&Cs

Securing Your Booking

To confirm your booking, a 50% deposit is required within 48 hours of confirming your event date and package selection. Once your deposit is received, your date is officially secured and planning can begin. Please note that deposits are non-refundable, and dates cannot be held without payment. Menu planning, event coordination, and other details begin once your deposit is received, allowing us to work closely with you to create a tailored experience with care and attention.

Payment Terms & Final Balance

Payments can be made via direct bank transfer or through an online payment link (please note that service fees may apply for online payments). The final balance is due no later than 5 business days prior to your event. Late payments may result in changes to your event, reduced services, or cancellation of your booking. We recommend prompt payment to ensure all planning and preparations proceed smoothly.

Minimum Spend

All bookings from Friday 5pm through Sunday are subject to a \$1500 minimum spend.

Weekday bookings, including evenings, require a minimum spend of \$1000

If minimum spend is not met, the remaining amount will be added to the travel fee. Exceptions to minimum spend requirements may be available for bookings within the local Geelong area, subject to availability and at the discretion of Sip & Savor. Some peak periods and public holidays require a higher minimum spend which will be discussed with you prior to booking.

Guest Numbers

If your guest count changes, please let us know as soon as possible.

Increases of more than 10 guests may require additional staff, which will incur extra charges. Reductions can be made before final payment is due, but must not exceed 10% of your original booking. Final guest numbers must be confirmed no later than 7 business days prior to the event. Reductions made after this point are not refundable.

Rescheduling & Cancellations

We understand that plans can change. You're welcome to reschedule your event up to 30 days prior without penalty—your deposit will simply transfer to the new date.

Please note that weekends are often heavily booked, so availability may be limited. If your new date falls under updated pricing, the new rates may apply. If you need to cancel, we'll do our best to find an alternative date. However, please note that your initial deposit is non-refundable. Changes made within 30 days of the event will be treated as cancellations. Cancellations made within 14 days of the event will result in the forfeiture of the full payment, as ingredients and preparation will already be underway

Menus & Dietary Requirements

Menu development begins shortly after your deposit is received or roughly one month before your event, depending on your booking timeline. Your final menu will be sent no less than 10 days prior to your event, once all details are confirmed. Dietary requirements are best shared as early as possible to help guide menu development, but must be confirmed no later than 7 business days before the event. Personal requests can be made; however, final menu decisions remain at the chef's discretion. On the day of the event, we are unable to accommodate individual preferences unless previously arranged. As we use locally sourced, high-quality ingredients, please note that menus may occasionally be adjusted due to seasonal changes and supplier availability.

Children's Meals

Children's meals are planned in consultation with our team to suit your event's style and needs. We aim to offer choices that are both satisfying and great value. These arrangements must be made during the booking process to ensure smooth planning and appropriate menu integration. Dietary requirements for children can be accommodated and should be shared early to allow for suitable adjustments. Children under 12 can be included in the adult menu at 60% of the full per-person rate, if preferred.

Terms and conditions

T&Cs

Equipment & Hire Items

All crockery, cutlery, and serving ware are included and vary depending on the package selected. Additional hire items such as buffet setups, tables, linens, and glassware may be available to hire but must be discussed during booking and can not be guaranteed.

Most kitchen equipment and setup are included in our package pricing.

Staffing

All per-person pricing includes chefs and kitchen staff and most include waitstaff. Additional staff (e.g., waitstaff, bar staff) may be required for larger events or specific service styles and are charged per hour, per staff member, with a minimum of 4 hours.

RSA-certified bar staff are required for any alcohol service and may incur additional charges. Surcharges apply for staff working on Sundays, public holidays, or after 10pm.

For longer events or where staff are unable to leave at the designated time, an additional invoice may be issued to cover extended hours. All Sip & Savor staff operate under our management and are assigned specific roles. They are not available to perform tasks outside of their outlined responsibilities or act in a capacity outside of our service agreement.

Venue Access & Requirements

We require details of the venue or residence kitchen, including:

Oven/stove type and size, accessible water and power, and service area layout

Please also advise of any access restrictions such as:

Parking limitations, Gates, pets, stairs, Distance from kitchen to service area

A minimum bump-in time of 1 hour is required before service begins. This may be higher for larger events, events that require additional set up or events that include our open fire cooking. Pack-down time varies per event, and staff will vacate the venue as soon as possible unless contracted to stay until the event concludes. We are experienced in working with remote locations and limited amenities, but these must be communicated during booking to avoid disruptions or cancellations.

Alcohol Service

We offer wine pairings, full beverage packages or RSA-certified bar staff to serve alcohol provided by the client. For client provided alcohol service - only commercially bottled or canned drinks may be served by our staff in accordance with RSA regulations. Cocktails must be provided by Sip & Savor if they are to be served by our team. Additional charges may apply for: Bar or bar equipment hire, glassware hire, extended staffing hours beyond the agreed timeframe

Major Disruptions & Force Majeure

In the event of major disruptions (e.g., natural disasters, venue closures, or other unforeseen circumstances), rescheduling and refund options will be considered on a case-by-case basis. We will always aim to find a fair and flexible solution in collaboration with our clients.

Client Responsibilities & Conduct

We ask that all guests and clients treat our staff with respect and professionalism.

In cases of inappropriate or abusive conduct toward our team, Sip & Savor reserves the right to cease service immediately and vacate the premises. No refunds or further correspondence will be provided in such cases. Any defamatory or misleading public commentary resulting from such incidents may result in legal action.

Insurance & Liability

Sip & Savor holds current public liability insurance and relevant registrations. We cannot take responsible for any items not provided by us, including venue-owned glassware, crockery, or other equipment. We adhere to strict food safety standards and some alterations to menus may be necessary on occasion to ensure these can be maintained for every event

