



To secure a booking, 50% of total payment is required unless otherwise invoiced. This will secure the date and time of your event. The remaining balance is to be paid in full three business days prior to event date.

All bookings require a minimum of three days' notice for ordering purposes.

Please note that no changes are to be made to the booking within 120 hours of the event. This includes guest numbers, dietaries and decorations/theme.

In the unfortunate event that you need to cancel your event with us on the day or prior to the date of service our refund policy is as follows:

- If the cancellation occurs 30 days or more prior to your event you will be entitled to a 50% refund on the amount you have paid.
- If the cancellation occurs 29 days or less prior to your event you will forfeit the entire amount you have paid.
- We do not offer refunds in the case of bad weather, we strongly encourage all clients to have a contingency plan in place before set up commences if bad weather will affect the event taking place.

Covid- 19:

We have reviewed our standard cancellation policy and updated it to account for these exceptional circumstances.

We would like to offer all our hosts the options below which are outside of our standard cancellation terms:

- If your event is more than 10 days away at the time of cancellation, you have the option to cancel your current booking date and receive a credit voucher with us for the full amount of your booking allowing you to rebook with ground and gourmet once the situation has improved.



· If your event is 9 days or less away at the time of cancellation and you have concerns, please contact us via email immediately. In many situations we have already begun the planning process of ordering ingredients, placing orders and designing by this time and therefore costs have already been incurred.

If utilising a Covid -19 credit or similar credit by either rescheduling an event or booking a completely new event occurs within 3months of the cancellation than all pricing will hold. If the booking or rescheduling occurs after the initial 3month cancellation, the event will need to be requoted using ground and gourmets current pricing. All rescheduling of events will be based on our availability. If we are unavailable for your new event date, we will continue to hold a credit for you. No refunds will be given for unavailability.

Please note that this policy is only valid for Covid -19 lockdown circumstances or Government mandates within QLD only. All other cancellations will be referred to our original cancellation policy.

Loss, damage or breakage of decorations, props, platters and any other ground and gourmet items by event hosts or guests of the event will result in full cost of purchasing a replacement. In the case of bad weather, it is the hosts responsibility to ensure all items are removed from the elements and secured in a safe, dry area until collection from us. For events outside of our 30km radius, our items are to be returned to us in Buderim rather than collected. All items must be cleaned prior to our collection or drop off.

Please note: Flora is included in your Platter and Grazing Table bookings. You are welcome to keep all fresh flora used for your event, however any props, vases, food vessels, utensils remain the property of ground and gourmet.



Any consumption of platters, picnic boxes or grazing tables after a 2.5 hour set up period is done at your own risk and ground and gourmet will not be responsible nor liable for any results that may occur. Please note we encourage all summer grazing to be inside in the cool and away from flies. Our Grazing tables & Platters must be set up in the shade and away from direct sunlight if outside at all times.

Unfortunately, we do not offer nut free grazing- our commercial kitchen is not a nut free zone and all food should be consumed at your own risk.

Upon booking with us you adhere to our very reasonable terms and conditions set out above.