

Terms and Conditions for Catering Services by Piccolo Me

1. Acceptance of Terms

These Terms and Conditions ("Terms") govern your use of Piccolo Me Australia Pty Ltd ('Piccolo Me', 'us', 'we', 'our') website and catering services (collectively referred to as the "Service"). By accessing or using our website and services, you agree to be bound by these Terms. If you do not agree with these Terms, please do not use our website or services.

2. Ordering and Payment

2.1. When placing an order through our website, you agree to provide accurate and complete information, including contact details and event specifications.

2.2. All orders are subject to availability and acceptance. We reserve the right to decline or cancel orders at our discretion.

2.3. Payment must be made in accordance with the terms specified during the order process. Failure to make timely payment may result in the cancellation of your order.

3. Cancellations and Refunds

3.1. Cancellation charges will apply when your catering requirements have been confirmed verbally or in writing and where costs have been incurred in regards to food, labour or other services. Cancellation within 48 hours of your order will incur a 50% cancellation fee. Cancellation within 24 hours of your order will incur a 100% cancellation fee.

3.2. Refunds, if applicable, will be processed in accordance with our refund policy, which can be found on our website.

4. Menu and Dietary Requirements

4.1. Menus may change due to seasonal availability or ingredient availability. We'll endeavor to notify you of changes in advance.

4.2. Inform us of dietary restrictions or allergies when booking. We'll attempt to accommodate, but cannot guarantee complete absence of cross-contamination.

5. Delivery and Setup

5.1. Delivery and setup details will be agreed upon at the time of booking. It is your responsibility to provide accurate delivery information and ensure someone is present to receive the order.

5.2. We are not responsible for any delays caused by factors beyond our control, such as traffic, weather, or unforeseen circumstances.

6. Intellectual Property

6.1. All content on our website, including text, images, logos, and graphics, is the property of Piccolo Me and is protected by copyright and other intellectual property laws.

6.2. You may not reproduce, distribute, modify, or otherwise use our content without our prior written consent.

7. Limitation of Liability

7.1. Piccolo Me shall not be liable for any direct, indirect, incidental, consequential, or punitive damages arising from the use of our services or website.

7.2. We make no warranties or representations regarding the quality, accuracy, or completeness of the information on our website.

8. Governing Law

These Terms are governed by the laws of New South Wales, Australia.

9. Changes to Terms

We may modify these Terms. Changes will be posted on our website, and continued use of our services implies acceptance of these changes.

10. Data Collection and Usage

10.1. In providing our Service, we may collect personal information as defined under the Privacy Act 1988 (Cth). This includes, but is not limited to, your name, contact details, and other relevant information necessary for fulfilling your order or inquiry.

10.2. By using our Service, you consent to the use of your collected data for marketing purposes. This may involve receiving updates, promotional materials, and other relevant communications from Piccolo Me Australia.

10.3. All data collection, storage, and processing practices will comply with the Privacy Act 1988 (Cth). We are committed to safeguarding your personal information and ensuring its confidentiality and security.

10.4. You have the option to opt-out of receiving marketing communications at any time by contacting us at info@piccolome.com or following the unsubscribe instructions in the communication.

10.5. You may request access to, or correction of, your personal information held by us, subject to certain exceptions under the Privacy Act 1988 (Cth).

10.6. For detailed information about how we handle your personal data, please refer to our Privacy Policy available on our website.

11. Contact Us

If you have any questions or concerns about these Terms, please contact us at info@piccolome.com