



PRIVACY POLICY

Food Geek Sydney takes your privacy seriously. Please read the following information to learn more about our privacy practices.

This policy covers what personal information Food Geek Sydney collects and how it is treated. Personal information is information that can be used to identify visitors to the <http://www.foodgeek.sydney>. This information may be limited to an IP address or extend to personal identifiable information such as your name, address, e-mail address, or phone number etc.

Information is collected from you primarily to make it easier and more rewarding for you to use our website and services. Depending on the service you are accessing, you could be asked to provide information such as your name, email address or information about your event. It is entirely your choice whether to respond to these questions or not.

Food Geek Sydney will collect personal information that lets us know the specifics of who you are such as your name, email address, or postal address, when you provide it to us. With this information, Food Geek Sydney can provide a variety of personalised menus and special benefits.

We may specifically ask for personal information about you when you subscribe to our mailing list or VIP social club for special benefits and customer loyalty rewards.

Information, such as your name, e-mail address, may be required to provide those services to you and to inform you of additional promotions and services which may interest you.

Food Geek Sydney automatically gathers anonymous information to monitor the use of our website like the numbers and frequency of visitors. This collective data helps us determine how much our visitors use parts of the site, so we can make improvements and offer relevant information and services to as many users as possible. We may publish or provide this aggregate data to other people.

Food Geek Sydney will use the personal information you have chosen to provide us for the purpose for which you provided it. Food Geek Sydney will not use it for any other purpose without your consent. We might on occasion, use this information to notify you of any important changes to our site or any special promotions that may be of interest to you.

Any information we may collect from you will be treated with strict confidentiality.

There will be occasions where it will be necessary for Food Geek Sydney to disclose your personal information to third parties. Food Geek Sydney may be required to disclose this information by law, Food Geek Sydney may also provide this information to third parties to provide the service you have requested.

The disclosure will only be made where it is necessary to fulfil the purpose for which you disclosed your personal information. Otherwise than stated above, we do not disclose personal information to any organisation or person



outside Food Geek Sydney, unless you have authorised us to do so, or unless we are requested to do so by a law enforcement agency in relation to a suspected breach of any law.

Under no circumstances will Food Geek Sydney sell or receive payment for licensing or disclosing your personal information.

The security of your information is important to us. When we have collected information about you it cannot be seen or modified by anyone else. We make all reasonable efforts to ensure that information is stored securely both in electronic and physical form.

We will try to ensure that all information we collect, use or disclose about you is accurate, complete and up-to-date. As the user you are responsible for all use of User's Account (under any screen name or password) and for ensuring all use of the User's Account complies fully with the provisions of this a agreement. User shall be responsible for protecting the confidentiality of User's password [s], if any.

Food Geek Sydney has the right to change any aspect or feature of <http://foodgeek.sydney>, including, but not limited to, content, hours of availability and equipment needed for access or use.

If you would like to talk to us about our privacy policy, or if you have any complaints relating to online privacy issues on our website, or you would like to discuss any issues about our privacy policy please contact us at:

MAIL: PO Box 3559, Wareemba, NSW, 2046

CALL: 02 9356 4132

EMAIL: geek@foodgeek.sydney

WEB: www.foodgeek.sydney



TERMS AND CONDITIONS OF USE

The www.foodgeek.sydney is an Australian website and is owned by Bayleaf Sydney Pty Ltd trading as Food geek Sydney. These terms and conditions regulate the relationship between you, the customer, and us, the supplier (“FGS”). By using our website in any way, or by buying from us, you agree to be bound by them.

No person under the legal age of 18 may purchase goods.

If you do not agree with our terms and conditions, do not use our website, please contact as at:

Food Geek Sydney

E: geek@foodgeek.sydney

P: +61 (02) 9356 4132

A: PO Box 3559, Wareemba, NSW, 2046

OUR SERVICE

Via our website, www.foodgeek.sydney, it provides the customer access to resources, download areas, communications platforms and product information. Our website service includes updates, site enhancements, new and updated features and are the subject of the terms and conditions.

ACCEPTANCE OF OUR TERMS AND CONDITIONS

The services that Food Geek Sydney provides to users is subject to the following terms and conditions (“TAC”). Food Geek Sydney reserves the right to update the TAC at any time without notice to the customer. The most current version of our TAC can be reviewed by clicking on the TAC hyperlink button on the bottom of the web pages.

PRIVACY

We are extremely proactive in the continual protection of your privacy and confidentiality. We understand that users of our website are concerned to know that their data will not be used for any other purpose unintended by them, and will not fall into the hands of a third party. We are constantly vigilant for credit card fraud. We report all charge backs to a credit reference agency. If you have any reason to seek the return of any monies already paid, please contact us direct, not your credit card issuer.

We do not share, sell or disclose to a third party, any personally identifiable information collected on this site.

ORDERS

It is a requirement that catering orders be received by Food Geek Sydney no later than the scheduled times below to allow for ordering and processing of your catering requirements in an efficient manner.

Monday- Friday



All orders to be placed by 3pm for the following day. Any amendments or late orders must be called through to our office number (02 9356 4132) with a follow up email detailing your changes.

Saturday, Sunday and Public Holidays

All orders to be placed by Wednesday of that week by 12.00 noon.

Last minute orders

We will make every effort to provide catering for last minute orders, this will be based on product and labour availability. Orders placed after the above order deadlines may incur a late booking fee of 10%.

CONFIRMATION OF ORDER

To confirm drop off catering orders, upon receipt of your catering confirmation email, ensure all details are correct including time of delivery and collection, number of people, location and contact details. If you would like to proceed with the order and have received the order invoice (not as a quote) then no further action is required. It will be locked in for production. Any changes must be communicated immediately.

DIETARY REQUIREMENTS

Food Geek Sydney can accommodate most special dietary requirements; however we will require advance notice. All dietary requirements are to be provided in writing prior to your event day and will not be confirmed until Food Geek Sydney has accepted that it can be accommodated.

Our menu plans have vegetarian and gluten free options. We can tailor our menu to most dietary requirements if catering orders are confirmed within the above timelines.

Any dietary requirement above and beyond vegetarian will be plated separately and labeled accordingly.

Please note that we do not operate a nut-free kitchen.

PAYMENTS

Credit cards will be required for all bookings. By entering your credit card details online to confirm your order, you agree the Food Geek Sydney may charge the card provided for services rendered. Credit card authorisation form needs to be filled in for confirmation of all orders.

If you wish to go on account with Food Geek Sydney, you will need to fill in our credit application form for approval. Payment terms are strictly 7 days from receipt of invoice.

An invoice will be emailed to you once the order is delivered.

DELIVERY TIMES

Standard delivery times are 7.00am to 6.00pm Monday to Friday.



Weekend delivery and public holiday services are available upon request. Additional charges including staffing will apply for weekends, public holidays and deliveries outside standard operating hours.

Delivery area (excluding weekends)

- Free delivery within 5km of the CBD.
- 5km-10km -\$15.00
- 10km-20km -\$20.00
- 20km -30km -\$30.00

For deliveries outside 30km, please contact the Food Geek Sydney office, as additional surcharges will apply.

Outside of 20km radius, a minimum spend of \$200 (inc GST) is required

Please note the above, delivery rates and minimum spend are for most orders, however there may be additional charges on certain orders.

MINIMUM ORDERS

Monday to Friday [excluding public holidays] \$75.00 minimum order

Weekends, excluding public holidays \$500.00 minimum order

Orders below \$75.00 will incur a \$20.00 delivery fee if in CBD Sydney.

If outside the CBD, further costs may apply.

CANCELLATIONS

Cancellation charges will apply when your catering requirements have been confirmed in writing and where costs have been incurred in regards to food, labour or other services. The following deadlines apply to cancellations:

Up to 10 guests – by 10.00am the business day before

Between 10-25 guests- three business days prior to the delivery | event date

All orders over 25 guests – five business days prior to the delivery | event date

A 100% cancellation fee will apply where we have not been advised of a cancelled event in writing and the order has been prepared and | or delivered. Staff charges will apply.



PRESENTATION

Our catering will be delivered on disposable, 100% bio-degradable catering trays. If you prefer catering to be presented on platters you must specify when you order and a \$20.00 fee is applicable. Lost or damaged equipment will incur a fee to replace it at retail price.

EQUIPMENT HIRE

We have a full range of hire equipment for events or alternatively we can source anything you may require. Breakage or loss of any hired equipment will be charged to the client at retail prices for its replacement. Delivery and collection fees may also apply.

LOST OR DAMAGED EQUIPMENT

Any lost or broken equipment will be charged at replacement cost. By confirming your order you agree to the above terms and conditions and accept responsibility to abide by these terms.

RESPONSIBILITY FOR DAMAGE

Neither Food Geek Sydney, nor any Food Geek Sydney employee shall be liable for any loss or damage sustained by the client, the client’s guests, or by any person, firm or corporation supplying the client. The client shall be responsible for making good any damage or loss caused to the venue and Food Geek Sydney’s, furniture, fittings & equipment arising out of or in the course of the client’s event.

REFUNDS AND RETURNS

If the goods or services received are defective or not fit for purpose, a full refund, credit or replacement will be provided. Please note that products cannot be returned due to change of mind, incorrect choice, or the item does not fit. This replacement extends to damage caused in-transit.

We guarantee that F Food Geek Sydney goods are:

- Acceptable quality, safe, durable and free from defects.
- They will be acceptable in appearance and finish.
- Match the description given to you [may differ slightly in presentation as all are hand made products]

Please provide details of the manner in which the goods fail to serve their purpose, or are defective. We welcome accompanying documentation i.e. Photographs.

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FOOD GEEK CRAFTED EVENTS

To confirm a Food Geek Sydney Crafted Event booking with Food Geek Sydney we require a 50% deposit at the time of booking to secure your date. There on in, final balance will be required no less than 1 week prior to the event.

PAYMENTS – OUR CRAFTED EVENTS

Direct deposit, credit card or cash. Please note a 2% surcharge applies to visa and master card and 3% to Amex.

At Food Geek Sydney we understand that guest numbers can fluctuate, we are able to accommodate changes up to one week prior to your event. We ask that all final numbers and any menu changes are provided no less than 7 days prior to your event. In order to manage this process you will be sent a run sheet 2-4 weeks prior to your event, the final run sheet once approved is then made available to the kitchen & no further changes can be made once all final numbers, menu selections and dietary requirements are made 1 week prior.

CANCELLATIONS – FOOD GEEK CRAFTED EVENTS

All cancellations of 12 weeks' notice or more incur a loss of 25% deposit, Food Geek Sydney only accept a limited amount of events per day and so to ensure business is not lost on this day 25% of the 50% will be retained. If your event is cancelled 6 weeks prior to the event date your 50% deposit will be retained and if your event is cancelled with less than 2 weeks' notice the final invoice and balance will be retained.

Postponing or transferring a booking can be completed up to 2 weeks prior to your event with an additional 10% surcharge applied to your final invoice as an admin fee to cover staff costs.

STAFF HIRE – FOOD GEEK CRAFTED EVENTS

If you require your crafted event to be serviced, we have skilled and experienced wait staff available. Staff rates are charged on a minimum call of four (4) hours, plus travel time if your event is 10km outside the CDB.

A Food Geek Sydney event supervisor needs to attend all events. Any additional hours worked by the staff at your event as a result of changes to the run schedule, equipment at venue, hired in or supplied by the client or by circumstances out of our control will be charged to the client post event.

PAYMENT OPTIONS – FOOD GEEK CRAFTED EVENTS

Credit cards	VISA MASTERCARD	2% card surcharge
	AMERICAN EXPRESS	3% card surcharge
EFTPOS		
BANK TRANSFER	FOOD GEEK SYDNEY	
	BSB	082 356
	ACCOUNT	72 820 9114