

Terms & Conditions

Thank you for choosing home cooking by, Chreations By Ros

We pride ourselves in bringing to you the best and freshest meals cooked to order. We unfortunately cannot control what happens to the food once you take it away from the premises. Therefore, we recommend you

- 1. Bring an insulated cooler with you to transport your dishes home, especially if you drive more than 10mns**
- 2. If its a hot day do not leave food in the car for long periods of time**
- 3. Once food has been delivered it is the customers responsibility to ensure that any food not immediately consumed is stored appropriately.**
- 4. If you arranged for delivery of your meals you must leave out 1-2 coolers with ice packs if you will not be home during the delivery window. If we provide a cooler, you will be charged a \$35 refundable deposit until the cooler is returned.**
- 5. Freeze your dishes immediately upon arriving home (or refrigerate/cook any dish you plan to serve within 24 hrs)**
- 6. Meals can be frozen up to 3mts (some meals up to 6mts)**
- 7. Thaw in the refrigerator when dishes need to be thawed prior to cooking**

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8. **Cook all dishes according to the directions provided & to the temperatures indicated.**
9. **Eat all meals within 60 days of purchase for maximum taste & quality**
10. **A 50% deposit is required to secure any catering/function booking**
11. **Full payment & catering numbers is required 7 days prior to the event**
12. **A cancellation fee (50% of the total order) will apply should you cancel your order within 3 days of your event**
13. **Creations By Ros will not refund orders that are cancelled within 48hrs of the event date.**
14. **If platters are delivered these are the responsibility of the event organizer and a (refundable) deposit per platter before the order date will cover the following:**
 - * **Any damages incurred or failure to return platters, dip bowls, linen, props & stands.**
 - * **A non-refundable late fee of \$5 per day will be charged if platter boards, baskets, dip bowls, linen, props & stands are not returned within 7 days.**

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15. **Sundays & Public holidays are subject to a 10% surcharge**
16. **A Credit Card surcharge of 2.2% for payments will apply**
17. **Some bookings may be subject to a delivery fee (free delivery within 5km)**
18. **Whilst every effort is made to accommodate food allergies & intolerance we cannot guarantee the complete absence of such allergens.**

Creations By Ros reserves the right to substitute products & items when products or ingredients may not be available or are out of season. All substitutions will be of similar quality & value.

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