

Booking Terms, Conditions and Cancellation Policy

All bookings are made with Fervor (ABN 87 284 030 366). By booking with Fervor you are deemed to have agreed to our Booking Terms, Conditions and Cancellation Policy (which constitutes the entire agreement between both parties), and your booking will be accepted on this basis. The services to be provided by Fervor are those referred to in your Booking Confirmation.

Booking Terms & Conditions

1. Event and ticket prices are quoted in Australian Dollars (AUD\$) and include Australian Goods and Services Tax (GST).
2. Prices subject to change without notice.
3. Please be aware that the utmost care is taken in the preparation and serving of food to accommodate dietary requirements, however it must be noted that we may handle nuts, seeds, flowers, seafood, shellfish, wheats, eggs, fungi, dairy and other ingredients and take no responsibility for unspecified allergies. Customer requests will be met to the best of our ability, but the decision to consume the food is the full responsibility of the diner.
4. Fervor personnel are trained to comply with strict policies, procedures, and accreditation benchmarks to ensure the safety of our guests at all times. All individual event attendees however are to accept ultimate responsibility for their own safety and well-being at all times.
5. Fervor reserves the right to change menus and ingredients without notice due to seasonality, product availability, dietary requirements etc.
6. Final numbers and dietary requirements are to be confirmed in writing via email specifying your name, event name and event date to bookings@fervor.com.au no later than 14 working days prior to the event.
7. An email confirmation and event details from Fervor will be sent to ticket holders/event organisers prior to the event.
8. Catering delivery – At all times, the Fervor team endeavours to ensure catering is delivered on time or early. Please note occasionally, due to unforeseen circumstances such as bad weather, this can be difficult. We always aim to do our absolute best to ensure all catering orders are delivered within desired time frames and notifications of any delays will be communicated to designated contacts as soon as possible.
9. By purchasing a ticket to a Fervor event or hosting a Fervor event, you (and holders of any tickets purchased by you), accept our Booking Terms, Conditions and Cancellation Policy.
10. By confirming your booking you agree to grant Fervor team members, the right to take photographs/video of all persons applicable under your booking in connection with the event in which you are confirmed to attend.
 - 10.1 You authorise Fervor to use and publish these images in print and/or digital format free from copyright.
 - 10.2 You agree that Fervor may use such images without names and for any lawful purpose with relation to the event, for example such purposes as publicity, illustration, advertising, social media and web content.

If you, or your guests do NOT wish to be photographed/videoed by the Fervor team, please advise us in writing via email prior to the event.

Deposit and Payments

- All quotations provided by Fervor are subject to availability at the time of booking.
- A non-refundable \$500.00 'Save the Date' deposit and the return of a signed Booking Form is required to confirm a private event. If the deposit is not paid on or before the due date, Fervor reserves the right to treat your booking as cancelled.
- A tax invoice for 50% of the event fees will be payable 2 months prior to the event date.
- A tax invoice for the balance of event fees will be payable upon completion of the event including any additional charges incurred (e.g. drinks charged on a 'consumption' basis, non-return of equipment, extended staff hours, breakages etc.).
- Late payment – Tax invoices that remain unpaid after fourteen 14 days following event delivery will incur a late payment fee of 5% of the tax invoice amount. Should you have difficulties approving an invoice for payment please phone Fervor's accounts administrator on 0429 033 326 or send an email to bookings@fervor.com.au.

Cancellation Policy

- Fervor reserves the right to cancel any event due to minimum numbers not being reached. In this unlikely event, you will be notified as soon as possible.
- Fervor reserves the right to cancel/postpone any event due to unforeseen circumstances e.g. natural disasters; severe weather conditions; or other external events. In this unlikely event, you will be notified as soon as possible.
- Fervor reserves the right to cancel, postpone or modify event layout; staff service; or guest seating arrangements in response to Covid-19 (or other pandemic) directives from relevant authorities to protect the health and safety of all guests and staff.
- Cancellation:
 - Full payment, per person is required to confirm an event ticket
 - Cancellation 30+ days prior to event – 50% refund, per person applicable
 - Cancellation 14 days or less prior to event – no refund, per person applicable
 - Note: Public event tickets are transferable
- Cancellation – Private Events:
 - If the \$500.00 deposit is not paid on or before the due date, Fervor reserves the right to treat your booking as cancelled
 - Change of date request 60+ days prior to scheduled event – subject to new date availability
 - Cancellation 60+ days prior to event – full refund minus \$500.00 deposit
 - Cancellation less than 60 days prior to event – no refund of deposit or 50% pre-payment applicable
 - No change of date permissible less than 60 days prior to event – no refund of deposit or 50% pre-payment applicable