



*Consistently good food to meetings, conferences and events*

## Privacy Policy

Packed Lunch takes your privacy seriously. Please read the following information to learn more about our privacy practices.

This policy covers what personal information Packed Lunch collects and how it is treated. Personal information is information that can be used to identify visitors to the <http://www.packedlunch.com.au> 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.

We may specifically ask for personal information about you when you subscribe to our mailing list Information, such as name, e-mail address, may be required to provide those services to you and inform you of additional promotions and services of interest.

Packed Lunch 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.

Packed Lunch will use the personal information you have chosen to provide us for the purpose for which you provided it and will not use it for any other purpose without your consent. We may 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 Packed Lunch to disclose your personal information to third parties, by law, or provide this information 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 Packed Lunch, unless you have authorised us to do so, or unless we are requested to do so by a law enforcement agency to a suspected breach of any law.

Under no circumstances will Packed Lunch 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 agreement. User shall be responsible for protecting the confidentiality of User's password [s], if any.

**All prices are quoted excluding GST** Phone (02) 9386 1188



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Packed Lunch has the right to change any aspect or feature of <http://packedlunch.com.au>, 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 9386 1188

EMAIL: [orders@packedlunch.com.au](mailto:orders@packedlunch.com.au)

WEB: [www.packedlunch.com.au](http://www.packedlunch.com.au)

### **Terms and Conditions of Use**

[www.packedlunch.com.au](http://www.packedlunch.com.au) is an Australian website and is owned by its subsidiary Bayleaf Sydney Pty Ltd. These terms and conditions regulate the relationship between you, the customer, and us, the supplier ("PL"). 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 us at:

Packed Lunch E: [orders@packedlunch.com.au](mailto:orders@packedlunch.com.au)

P: +61 (02) 9386 1188

A: Level 1, 91 Riley Street, Darlinghurst NSW 2010

### **OUR SERVICE**

Via our website, [www.packedlunch.com.au](http://www.packedlunch.com.au), we provide 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 Packed Lunch provides to users is subject to the following terms and conditions ("TAC"). Packed Lunch 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.

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## Terms and Conditions

### **Deliveries**

Standard delivery times are 7.00am to 4.00pm 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 Sydney CBD.

If outside the CBD, further costs may apply

### **Payment**

Credit cards details are required when placing an order with Packed Lunch. Online credit card details need to be filled before your order is confirmed. By doing so, you agree that Packed Lunch may charge the card provided for services rendered. If you wish to go on account, 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. Invoices may be paid by direct deposit, credit card (MasterCard and Visa 2%, American Express 3% surcharge) or Cheque. Invoices are automatically generated the day of the catering, unless requested earlier. Accounts must be paid within 7 days unless by prior arrangement.

### **Orders**

Orders need to be placed before 3.00pm the day prior to delivery. For example, orders for Wednesday need to be in by 3.00pm on Tuesday. Orders for Monday need to be in by 3:00pm on Friday. A \$500 order minimum is required for orders on the weekend.

Minor adjustments to orders can generally be made to existing orders after the cut off time. For large adjustments please contact office 9386 1188 to discuss options.

### **Cancellations**

Cancellations for small to medium sized orders need to be made prior to 3.00pm the day before. After this time, it will depend if the food is in production if there are any catering related charges.

Cancellations for larger orders need to be made with as much notice as possible to avoid charges associated with food preparation.

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**GST**

Prices are quoted without GST, GST is applicable on all quoted prices and will be clearly itemised on your quote and invoice. Our ABN is 58 135 541 365

**Responsible service of alcohol and the law**

Packed Lunch Pty Ltd A.C.N 135 541 365 trading as "PL Catering" subcontracts the responsible service of alcohol to its sister company Bayleaf Sydney Pty Ltd A.C.N. 607 976 063 trading as "Bayleaf Sydney" who operate under NSW liquor license LIQO624012791 / Gold License 153.

**Presentation**

Catering will be delivered on platters unless you indicate that you are happy to have your delivered in our biodegradable disposables. A 10% discount will be applied to your order as an incentive. We ask you to leave platters in a central area ready for pick up when we are next in area. Lost or damaged equipment will incur a fee to replace it at retail price.

**RESPONSIBILITY FOR DAMAGE**

Neither Packed Lunch, nor any Packed Lunch 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 Packed Lunches, 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 Packed Lunch 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.