



## Refund Policy

### Refund policy

In the event of a booking being postponed Coral Coast Catering reserve the right to retain all monies paid in lieu of payment for the rescheduled function.

### Deposits

Refunds will only be given where an event is cancelled due to circumstances beyond the control of the entity that have made the booking.

These circumstances may include but are not limited to:

Death of the person/s making the booking.

Government legislation preventing the booking being fulfilled.

In circumstances where the entity making the booking change their mind about going ahead with a booking, and give in excess of 3 months' notice, a refund on the deposit will be given once a substitute booking has been made by another party.

In all circumstances where a refund of a deposit is made a 10% charge will be levied.

### Contracted sum

In circumstances where a function is cancelled within 4 weeks of the function being scheduled no refund will be given under any circumstances.

A review of services that incurred no expense such as staffing costs will be undertaken and a refund of these charges may be made.

In the event of a function being cancelled due to a weather event such as flooding or a cyclone there will be no refund given. It is the booking entities responsibility to ensure that they have function cancellation insurance in place in the event of cancellation.

