

OFFSITE CATERING SERVICE



FAQ



What's the best way to contact you?

For all general enquiries email us at catering@frankston.vic.gov.au or phone us on 0497 641 412.

How much notice is required for placing orders?

We require 3 working days notice for all catering orders, and all catering orders are to be placed by 2:00pm.

How our catering is delivered?

Our catering is delivered in 100% recyclable, disposable boxes ready for you to serve. Items that require heating are delivered in foil trays, ready to be popped into the oven

Do you deliver on the weekends?

Weekends are by arrangement, we always try our best to accommodate. Contact us to discuss your requirements with our friendly staff.

What is the minimum order?

Our minimum order is \$200, plus delivery.

Where do we deliver?

We deliver up to 10kms radius from the Frankston CBD

Can we hire staff?

Yes, we have professional staff available to hire.

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Who do you call if you need help with your menu selections or require an event catering quote or custom order?

If you have any questions please call our friendly team on 0497 641 412 or email catering@frankston.vic.gov.au

Do you cater for special dietary requirements?

Yes, we can cater for dietary requirements, please select items from our menus that suit your dietary needs. We can cater for gluten free, vegetarian, vegan, coeliac and specific allergies

What if I need to cancel my order?

We understand that unexpected situations can arise, and sometimes they are unavoidable. We will always endeavour to be fair when handling cancellation requests, however, please ensure to contact us as soon as possible.

Our cancellation policy:

- Cancellations made within 24 hours of delivery will be charged 100% of the total order value (inclusive of GST).
- Cancellations made within 48 hours of delivery will incur a 50% fee of the total order value (inclusive of GST).
- Cancellations made more than 48 hours prior to delivery will be fully refunded (inclusive of GST).