

# The Filthy Moustache Terms and Conditions

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The Filthy Moustache Pty Ltd

Reg 2016/177207/07

Unit 1A Knighsgate Industrial Park, 2 Jonas Road Germiston 1401.

Vat: 4810279200

[info@theFilthymoustache.co.za](mailto:info@theFilthymoustache.co.za)

0768460799/0825653031

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By accepting our quote and paying the deposit you have agreed to The Filthy Moustache PTY Ltd terms and conditions for your function:

## **Booking for your event**

- We require a detailed address for your location. It is recommended that you send a pin location to 0768460799 the day before your function.
- Please specify on email the arrival, serving time and end time. These times will be used for our logistical planning. Should there be changes please contact us ASAP if there are changes. Our quote is based on times given so changes will be made to the quote or invoice if there are changes in times. Our service fee is a maximum of 4 hours from arrival times given by customers. Any additional hours will need to be charged and agreed on email if the event is longer than the 4 hours service time. Rates per hour after 4 hours = R500.00
- The quote is priced according to quantities and location. Customers must specify catering quantity and will be able to change the quantity no less than 4 days before the function. A minimum of 5 portions will be reduced at no charge to the customer once initial quote has been agreed and we have received deposit. If the customer reduces 4 days before the event more than 5 pax, a R40.00 per person fee will be charged on any reductions after the 5 pax base amount. Customers must allow 1-day notice to increase portion quantity. Changes must be made in writing and must be confirmed in writing by The Filthy Moustache.
- We will not accept changes made telephonically as we need a track record to ensure that all details are followed. Email [candice@theFilthymoustache.co.za](mailto:candice@theFilthymoustache.co.za) or Whatsapp 0768460799.
- It is the customers responsibility to inform over email the type of set up the customer would preferably book. The quote will then specify the set up chosen and by making the deposit you have accepted the set up chosen. The below are our vehicles available:

Large Trucks /VW Kombie /Tuc Tuc /Pop Up

It is the customers responsibility to ensure that the set up chosen will fit in the given location for the event. The Filthy Moustache will not be held responsible in cases where the chosen set ups don't fit. Height restrictions must be considered when booking.

The Filthy Moustache will try and accommodate changes to service type but cannot guarantee changes can be made once quote has been accepted as other services could be booked.

- If an event is booked within 7 days, we require full payment on acceptance.
- We work on a first come first serve basis. It is the customers responsibility to confirm date is available before making payment. By receiving a quote, you have not confirmed your booking until the required deposit has been made. In the case where we have received payment from another quote for the same date and service type you need to change your quote or cancel it.
- We require a customer to let us know set up details for events where there are parking allocations/ lifts/ stair or any other obstacles that could take time in event set up or break down.
- The Filthy Moustache quote includes all packaging and serviettes. If other packaging requirements are needed, then an extra charge per/person will be charged accordingly.
- Our staff are well trained and are experienced in our company however when feeding large amounts of guests, we require patience as we cook everything fresh on the spot. Should you have an event that's more than 150 guests and you require all portions to be served at once or in a specific time frame then please contact [candice@theFilthymoustache.co.za](mailto:candice@theFilthymoustache.co.za) so we can arrange extra staff to assist with the service.
- It is the customers responsibility to inform by email if there are any dietary requirements for the function. The Filthy Moustache will assist where possible.
- The Filthy Moustache is not a Halaal certified food truck however we will offer a certificate from our Halaal supplier that approves purchases are made from a Halaal certified supplier. The Filthy Moustache will use sperate grills to cook the Halaal but cannot cook it from a separate location unless otherwise agreed via email that we will use a sperate set up. The Filthy Moustache does not have a Halaal specific grill. Grills have been used for all different meats and are cleaned after. It is suggested that for small Halaal requests the organizer supply a sperate food vendor or meal. The Filthy Moustache cannot be held responsible for Halaal guests that choose to eat from our store. It is the Halaal's guest's decision to eat from our establishment.

### **Payment Terms**

- All deposits are non-refundable
- In Order to confirm your booking and date we require a minimum of 50% deposit. We do not hold open any dates under any circumstances without the required 50% deposit. Please send a proof of payment to [candice@theFilthymoustache.co.za](mailto:candice@theFilthymoustache.co.za) to reserve your spot. It is important that we received a POP in order to allocate your payment and reserve your booking. When making payment please use your Quote or invoice number as a reference for us to allocate the payment.
- Balance of the payment must be made 48 hours before booked date. Proof of payment must be sent to [candice@theFilthymoustache.co.za](mailto:candice@theFilthymoustache.co.za)
- We do not accept cheques. EFT Payment is accepted. Cash payments can be arranged with management.

### **Set up details**

- Our drivers have been instructed to not drive over large pavements or through tight gates as this is likely to cause damage to the truck. Our drivers will not drive through areas where large trees and branches are in the way of the truck. It is important that the customer informs the

Filthy Moustache on obstacles/gravel roads/tight gates. If our driver feels that damaged will be caused to the truck, then an alternative location will need to be allocated.

- Our team are instructed to arrive at allocated times.
- In the event where traffic is delaying the arrivals time, customers will be contacted and given an arrival time an extra time on service.
- We are in an industry where trucks or sets ups can break down or have accidents. If a truck is delayed by a breakdown or accident, an alternative can be arranged in time and sent to your function. If a major break down occurs, we will offer an alternative set up as quick as possible and service fee will be discounted.
- Staff have been given a specific person to contact at the event. This person must be able to direct and allocate the staff to the correct locations. If there are any other members of staff who will be able to co-ordinate, please provide [candice@theFilthymoustache.co.za](mailto:candice@theFilthymoustache.co.za) with their details.

### **At your event**

- Staff have been instructed not to accept alcohol at events and should they be offered by the customer, The Filthy Moustache Pty Ltd can not be held responsible for the behavior of staff who have been given alcohol. The customer agrees to not offer alcohol to staff members of The Filthy Moustache. It is against The Filthy Moustache's code of conduct for staff to drink on duty. Please report any offences to [jade@theFilthymoustache.co.za](mailto:jade@theFilthymoustache.co.za).
- Staff may not ask for tips but if the customer feels they have served you well, then tips are welcome after the service is completed. Please report staff that have forcefully promoted tips.
- We require a plug point no more than 40m away from the service location. If the plug point is further, then we require an email informing us to bring extra extension cords.
- In the instances of load shedding, we can not be held liable for logistical problems during the service times. If load shedding is scheduled, then please inform by email so we can ensure gas is only used at your event.
- The customer is encouraged to offer a ticket system for stock control. The Filthy Moustache will not be held liable for guests who don't get food if there was no control system in place.
- The Filthy Moustache will not offer any refunds on meals not taken at the event. Takeaways can be arranged for balance of portions not taken.
- If your guests are not ready by the agreed service time and we must postpone the serving time you will be billed per hour after the service time of 4 hours.
- Please instruct drivers if they will be parked in at an event. Often, we have event after event, so time is important for the team to follow. If there is an object obstructing the exit, then our drivers have been instructed to park in a location where they can exit without being delayed.
- Please contact our office immediately if there are any problems prior or during your function, while we can still fix it or arrange problem solving. We value our service and are willing to go the extra mile to make your event a success.
- We send extra portions to each event for our staff. Staff have been instructed to not eat during the function, only before or after.
- We send an extra 5 x portions for each event for quality control.
- Our staff have been instructed to send images of the event set up and trucks. We use this for our social media. Please instruct our staff members on arrival if you are not happy with them taking pictures of your event set up.

- Please note that we do not take responsibility for any allergies that you or your guests may have. We use specific spices and sauces in our products and will not deviate from this method. If anyone has any allergies at your function, they will consume our product at their own risk. It is the organizers responsibility to instruct our team on any guests' allergies so I staff can confirm if there are ingredients that may cause a reaction.
- Once the location has been allocated at an event we cannot arrange to move once the grills are on as this may interrupt preparation time.
- The Filthy Moustache cannot be held liable for any events that are affected by weather. Please contact [candice@theFilthymoustache.co.zas](mailto:candice@theFilthymoustache.co.zas) if you have any concerns about the weather and we will assist in making arrangements for service.

**Post Event**

- We require positive and negative feedback. We are looking for ways to improve. Please review our service on Facebook or send an email to [candice@theFilthymoustache.co.za](mailto:candice@theFilthymoustache.co.za) to help us find ways to improve.

The client by default agrees to the terms below:

**Limitation of liability**

The Filthy Moustache will not be held responsible for any loss or damage suffered by the customers as a result of, interlaid, the following:

- Force Majeure, Fire, Hijacking, Theft and related events, malfunction of equipment
- The undersigned agrees to waive any claims of negligence, breach of warranty or contract, mental harm and distress.

You cannot use a forfeited deposit towards a later date or another event unless the date and service is available. Should an event be postponed due to a reasonable explanation then another date can be accommodated within 4 weeks of postponement on a date that there is availability. All cancellations or postponements must be received by email. No handwritten amendments to this document are permitted and such no handwritten amendments to this document are legally binding.

I hereby confirm that I have read all your terms and conditions as well as the operational procedures as presented by you in this document and by signing this agreement, I automatically accept all of its content as laid out in this document.

Signer Name: .....For and behalf  
of.....On.....

Signature: .....