

The Refectory 'Parlour at Home' by Bursaria

Terms + Conditions

Home Delivery

- Deliveries will occur Thursdays and Saturdays only
- Free delivery within 10km from Melbourne City CBD with a minimum spend of \$150 or a \$10 delivery fee applies

The Refectory 'Parlour at Home' by Bursaria delivery service is available for home deliveries Thursdays and Saturdays between 10.30am and 5pm. It is the client's responsibility to be at your specified delivery location to receive your order. The Refectory Parlour cannot confirm exact timings of deliveries however we will endeavour to advise you of an estimated time and make all efforts to deliver within the allocated time frame or as close to the requested time frame as possible.

If you are not home at the designated time of your delivery, The Refectory Parlour by Bursaria will try to leave your order in a safe place and **will not** be held liable for your delivery after this time.

Pick up at The Refectory Parlour at Werribee Park is free!

Pick up at The Refectory Parlour at Werribee Park is between 10.30 am to 2.00 pm – With no minimum spend on orders.

If you're planning a day out by heading to the gardens or zoo, we have an assortment of hampers and grazing boxes for you to choose from, which are the perfect way to enjoy a hassle free day out.

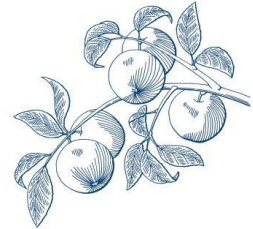
Our team is available for enquiries from Monday to Friday. All enquiries can be made via email at hello@bursaria.com.au or hello@therefectory.com.au or contact (03) 9731 7101.

Ordering with us is easy with Hungry Hungry

We have gone high tech digital with the power in your hands. You can place an order online via the app/platform Hungry Hungry or follow this [LINK](#) .

If you require specific dietary information or have a special request please email or call us, we are here to help.

All orders must be placed by 2pm, two business days in advance (at least 48 hours notice). The Refectory Parlour by Bursaria will decide at its discretion whether an order can be accepted outside of these timeframes if received.



Food safety

The Refectory Parlour by Bursaria operates under a food safety program, which ensures that each process and step is systematically analysed, making sure that potential problems are identified and sufficient controls are put in place to reduce and eliminate risks. Your Parlour at Home meal and hampers are made fresh daily and are not frozen. The Refectory Parlour by Bursaria will provide detailed heating instructions and an expiry date for each menu item so you can heat and store your items correctly.

We **will not** be held liable or responsible for your health and safety once food has left our premises or been delivered, it must be handled and stored correctly and consumed within the appropriate time.

Dietary Requirements

The Refectory Parlour by Bursaria will endeavour to cater for special dietary requirements and allergies. However, due to the working environment of the kitchens and some externally sourced ingredients, trace allergens may sometimes be present and cannot be guaranteed against.

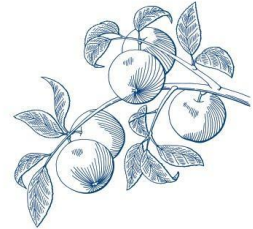
Changes & Cancellations Refund Policy

We, The Refectory Parlour by Bursaria, will do our best to accommodate last minute changes, however it may not always be possible. If you do need to cancel an order, we ask that you please let us know before 3pm two business days prior (48 hours notice).

Please note: Cancellations on the day of delivery/pickup or after the cancellation cut off time (refer to our policy) **will not** be accepted and **will be** charged 100% of the total amount invoiced.

PAYMENT AND SURCHARGES FOR LARGE PICNICS AND HAMPERS

The Refectory Parlour at Home by Bursaria's order is not confirmed until full payment has been made. The Refectory Parlour is part of the Werribee Park Precinct which is controlled by Parks Victoria. Parks Victoria may, in its absolute discretion, accept or reject any application for the hire of any site in the Werribee Park Precinct. All enquiries in relation to any aspect of your order are to be directed to Bursaria.



RESPONSIBILITY AND DUTY OF CARE – RESPONSIBLE SERVICE OF ALCOHOL

You must be 18+ years of age to collect alcohol. The Refectory Parlour by Bursaria has a duty of care to all patrons and as such reserves the right to refuse the service or delivery of alcohol. The Refectory Parlor by Bursaria also reserves the right to refuse or provide service to any patron or party who has purchased an alcoholic beverage package and no discounts or refunds will be issued to those patrons or parties that fail to comply with The Refectory Parlour by Bursaria's policy.

COVID-19

It is both The Refectory Parlour by Bursaria and **your** responsibility to abide by all Government regulations and Department of Health guidelines. These regulations and guidelines are subject to change and it is both The Refectory Parlour by Bursaria and your responsibility to adhere too and change with those regulations and guidelines accordingly.

It is a condition upon entry to The Refectory Parlour by Bursaria that face masks be worn at all times according to government regulations and guidelines.

Social distancing rules also apply. Should these government regulations not be adhered to, The Refectory Parlour by Bursaria reserves the right to deny full service to your party and you may be asked to leave the premises with no refund given.

In the instance that a pre-booked event must be delayed or cancelled, or you or your guests are unable to attend due to an occurrence or circumstance as a result of decisions made by the State or Federal government which restricts the gathering of people or limits travel, The Refectory Parlour by Bursaria will retain your deposit for expenses incurred and endeavor to accommodate you to postpone the event or your catering order .

BE WEATHER-READY TO PICNIC AT WERRIBEE PARK

The Refectory Parlour by Bursaria is an all-weather space, so orders will be honoured rain, wind, hail or shine. The space is located outside, due to Melbourne's extreme weather please dress appropriately for the conditions on the day.

All rubbish must be removed from the site including all the packing from your picnic.