

# Catering Terms & How it works!



Whilst every effort are made, from receiving your initial catering request, to the execution of your catering function on the day, Nyama Catering will be as efficient and thorough as possible in our correspondence to ensure that you know exactly what to expect in terms of our food and the execution of our service & standard procedures at your event!

It is therefore CRUCIAL for us that you carefully read through all our terms and catering conditions and familiarize yourselves with our operations so that there are no misunderstandings on the day of your event.

Please note that changes to the details of your event and changes on your quotation, will only be accepted in writing, via e-mail. We will not accept changes that are done telephonically for we need a conversation track record to ensure that not even minor details are left out or forgotten.

## Contents of this document!

- Nyama General Terms & Conditions!
- Nyama Payment Terms!
- How It All Works!
- Nyama Standard Set-up Explained!
- Signature page confirming you have read all pages on this document and that you agree to our terms.

**Please read through all the pages in this document and sign the last page of this document to accept our Terms & Conditions.**

**Please e-mail the signed copy to [info@nyama-spitbraai.co.za](mailto:info@nyama-spitbraai.co.za) or fax to 086 606 9262**

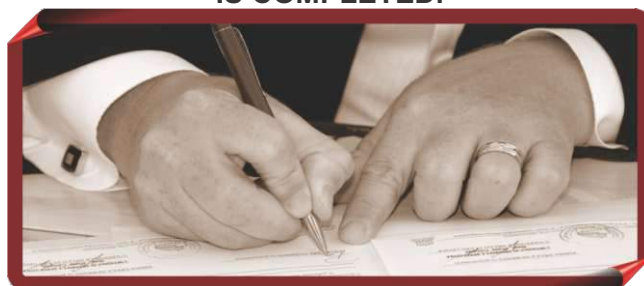
- From now no alterations will be accepted regarding the arrangements for your function, unless otherwise arranged.
- Please double check the content of the final invoice and fax back a signed copy of it, along with this document. Once signed, Nyama Catering will not add any items to it. We do on average 20 functions a day and therefore it is impossible, logistically to add anything last minute.
- Nyama cater for all nationalities, our chefs are all fully qualified and the race of staff that are employed by Nyama, does vary. We are therefore proud to say that we do not discriminate against any race and therefore can't supply staff and chefs of a specific race for your function.
- Please stick to the agreed serving time: we cannot and will not change it on the day of the event as we work on a very tight schedule. Please choose an accurate serving time, we only allow for 1 Hour serving on a Main Course and an extra 30 minutes if a dessert is served with your menu. Any overtime will be charged at R200.00 per hour per chef and must be paid in cash to the chef as soon as overtime commence.
- Please note that under no circumstances will any of our braai's or catering equipment be left behind at your function to extend serving time, please make provision for your own extra containers so that we can dish out all the left overs for you after serving time have ended.
- Please organize final payment 48 hours prior to your event and e-mail the proof of payment back to us, we will not leave our premises if the final payment does not reflect in our account on the day of your function.
- We will arrive about 4 hours before agreed serving time and leave no later than 1 hour after serving time, unless otherwise arranged.
- If you booked cutlery & crockery with us, please count it with our staff upon our arrival as you will be billed for any shortages after your function. Please note that we can't police your guests with our cutlery and crockery, if they walk away with our equipment then we will bill you for any shortages after the event. Please make sure that our cutlery, crockery and equipment does not mix with your own to ensure that our staff does not accidentally pack something that is not ours. We rent about 2000 plates, knives & forks and many other utensils each week so it will be impossible to find a specific item after the function.
- Please make sure that we have sufficient directions/instructions or supported map to ensure that we do not struggle to find your venue/address. If you know that your premises is hard to locate on Google Maps and if you live in a rural area then please arrange to meet our team at a central point to direct them to your venue.
- Please make sure that we have easy access back to our vehicle after the function to load our equipment, you will be billed for extra time due to this delay.
- We serve our meat, and potatoes directly from our spit machines so if your serving area is not going to be where we prepare and serve the food, please arrange your own serving trays or chafing dishes to keep the food warm.
- Please make sure that there is sufficient cover for the serving area in case of bad weather. NB!!! It is not our responsibility to provide cover for the braai and serving area. If we need to serve at night then please supply sufficient lighting for us to operate in.
- Our staff will only answer to 1 person in charge who should be there upon arrival to show them where to set-up. If you are not there to receive them and they have to wait for your arrival, the serving time will move forward and you will be billed by the hour for any extra time wasted.
- Please contact our office immediately if there is a problem with anything on the day of your function, we always have a team on standby who can rush through to bring anything from a new spitbraai to a forgotten salad. Please don't wait until Monday to tel us there was an issue, as we would rather fix this on the day.

**Terms continued onto the next page**

- Please make sure that our machines will fit through all doors and gates and do note that we will not carry the machine and equipment higher than 2 flights of stairs, if it is higher, a service lift that will be able to fit our machine will be necessary:  
Dimensions- Width@900mm, Height@1430mm & Length@1530mm.
- Please ensure that you provide us with a dedicated water point to assist in our food preparations and so that we can wash hands throughout the day.
- From January to October our minimum catering requirements are for 35 adults and any choice of menu. During November and December Friday's are reserved for functions with 100 guests or more and Saturday's 50, these functions must also be for menu's equivalent or more than R115.00 per person. Monday's to Thursday's and Sundays we can assist with a minimum of 35 adults.
- Unfortunately we cannot do any site visits before the event as we book between 15 and 20 different functions per day so it is impossible to meet with all of these clients.
- All our procedures, menus and requirements are freely available on our website and are also sent with all email correspondence during and after quoting & invoicing.
- On the day of the event we also arrive early enough to inspect the setup and serving area to decide with the client how to proceed. You are more than welcome to send us pictures and a detailed description of how the setup and serving should work if you are not happy with our standard setup & service.
- We have a Health & Safety certificate in place and can supply a copy if needed. Please note that if your company or venue have their own health & safety officer then please arrange that they send through their H & S requirements before the event so that we don't have any hiccup's on the day of the function.
- Please ensure that you provide enough fire extinguishers for your event and that they meet the Health & Safety requirements as set out by OHS Act.
- 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 preparations and will not deviate from these methods. If anyone has any allergies at your function they will consume our product at their own risk. We can provide you with all our ingredients used for your choice of menu, but because all our food are prepared in an industrial kitchen we cannot guarantee that the food will not be in contact with food items from other functions that we also prepare for.
- Portion sizes: Once cooked and carved (lamb, beef & pork) we work on +- 320g of meat per person. Our other meats vary of portion sizes from +- 100 to 180g and our other side items work out to about 100g per person per side. These are very generous portion sizes and we never run out of food if the quoted amount of guests eat from the menu. You do however know your guests better than we do so if you feel they will need larger portions than the above please rather ask us to quote for more people, you do keep all leftovers after the function.

**NONE OF OUR STAFF MEMBERS ARE ALLOWED TO HAVE ANY ALCOHOL AND SHOULD THEY BE OFFERED ANY ALCOHOL, NYAMA CAN NOT BE HELD RESPONSIBLE FOR THEIR BEHAVIOUR!!!**

**OUR STAFF ARE NOT ALLOWED TO ASK FOR ANY TIPS, IF YOU FEEL THAT THEY HAVE SERVED YOU WELL, THEN YOU ARE MORE THAN WELCOME TO GIVE THEM A TIP ON THE DAY AFTER THEIR SERVICE IS COMPLETED.**



# Payment Terms

## Please note that all deposits paid are non-refundable!

The Client by default agrees to the Payment Terms below.

### **Payment Terms:**

**Advanced bookings** - We require a 50% deposit to secure your booking, together with the signed invoice plus the signed terms & conditions at least 24 hours prior to your function, any documents not received on time, can result in us cancelling your function and you forfeiting the deposit that were paid. The balance must be paid 2 days (48 hours) prior to the date of the function. If the balance is not received before above mentioned date it could result in your booking being null un void and deposit forfeited.

**Same day & 1 day prior to function bookings** - We require that the function invoice must be paid in full, we will only start arrangements for your function once the full payment reflects in our account, therefore please ensure direct transfers from other banks if not from transferred from a Standard Bank account. Please note that we cannot serve on time if we have delays with payments.

**Government & Corporate Companies** - We require a valid Purchase order document, accompanied by our signed-off, final invoice, as well as our terms & conditions document. Nyama will decide on the payment terms (amount of days given) for the client to settle the invoice.

### **Legalities -**

- The Client confirms that this agreement is being regarded as due demand for payment of all outstanding contractual fees owing to Nyama Spitbraai..
- The Client consents to judgment in terms of section 57 and section 58 of the Magistrates Court Act, to be obtained against the Client in order for Nyama Spitbraai to collect any outstanding and due amounts.
- Should the Client defaults in any part-payment, due and payable, he/she consents to the whole outstanding balance to become payable immediately.
- The Client consents to the payment of all legal costs, should Nyama Spitbraai have to institute legal action against him/her, at attorney and own client scale, plus interest.

### **Limitation of Liability:**

Nyama Spitbraai will not be liable for any loss or damage suffered by the customer as a result of, inter alia, the following:

- Force Majeure (Acts of God), 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.

### **Cancellation - Our Cancellation Policy is as follows:**

- All cancellations must be received via email. Date and time acknowledgment is the clients responsibility. Please call to be sure that your email was received.
- Cancellations received up to Two(2) weeks prior to your event: 50% of your paid deposit will be refunded.
- Cancellations received less than Two(2) weeks prior to your event will forfeit the entire deposit.
- Postponement and cancellation works on the same policy.
- You cannot use a forfeited deposit towards a later date or another event.



### **Additional Policies**

- Nyama Catering will not be responsible for any food item or beverage taken off premise to be consumed at a later time after the event. We ensure that there is enough food as per your signed menu and amount of guests and our staff will control the serving of these portions on the day of your event. If you don't follow our serving procedures and times or ask our staff to leave the food for you to serve yourself, we cannot ensure the quality or that everyone gets food.
- Second or third party billing is not permitted, the named person and/or company on the invoice is responsible for reconciling all financial terms with Nyama Catering. No hand written amendments to this document are permitted and as such no hand written amendments to this document are legally binding.



# How It All Works!

## *How to book your function!*

- Because we work on a first received deposit, first receive our excellent service basis, we suggest that you pay your deposit A.S.A.P. to book the date. We can change the Menu, Serving time or Amount of guests up to 7 Workdays before the function.
- The deposit books your date & the balance must be paid before or upon our arrival before we set-up for your function. Please note that without the final payment received we will not start with our set-up.

## *Spitbraai's - The Big Day!*

- Our chefs will arrive approximately 4 Hr's prior to serving time, if they are 15 minutes late, due to traffic, please don't panic, inform us so that we can follow-up.
- Clients that made special balance payment arrangements with Nyama accounts must pay the balance of the invoice either in cash to the chef upon our arrival and before we set-up or give them a copy of the proof of payment for the balance payment. Unfortunately we don't accept cheque payments. Please note that if you are not present upon our arrival and we have to wait for you, the serving time will be moved forward and we will bill you for the additional time that we are serving late.
- Next we will start off-loading and setting-up for your function. We will start with the braai. Please ensure that we have easy access for our vehicle to off-load and that we have access to the actual site where we need to braai. Note that we won't carry our equipment further than 50m from our vehicle so arrange for easy access. Also ensure that we have access codes, keys, and if we need to use a keycard for elevators you must issue a dedicated key to our chefs for the entire duration for the function. Please advise us on accessibility to the actual braai site. We will not carry our equipment up to more than one short flight of stairs.
- Please note that we will serve the meat & potatoes directly from the machine, if you want to serve it from a different serving area in-house you will have to provide us with chaffing dishes to dish out the meat and a warm-tray to keep it warm for the duration of serving.
- We provide paper serviettes, salt, pepper and salad dressing on the serving tables. If you want to add additional condiments & garnishes you are welcome to do so.
- We use gas operated spitbraai equipment, so there is no smoke. We do however require a wind and weather free environment to do our business in. Please arrange a gazebo or a lapa where we can set-up under a roof for serving and braai'ing.
- After all the guests had seconds or thirds our chefs will start clearing up the dirty plates from the tables, and we will start dishing out all the left-overs in your containers that you must provide for this. Please note that we won't leave any of our equipment behind.
- Our chefs always looks neat and professional. (Check out our picture gallery on the website)

**Last but not the least.....Enjoy the party!!!**

# How It All Works!

## continued...

### ***Corporate Buffets & Potjies- The Big Day!***

- Our chefs will arrive approximately 2 Hr's prior to serving time, if they are 15 minutes late, due to traffic, please don't panic, inform us so that we can follow-up.
- Clients that made special balance payment arrangements with Nyama accounts must pay the balance of the invoice either in cash to the chef upon our arrival and before we set-up or give them a copy of the proof of payment for the balance payment.
- Unfortunately we don't accept cheque payments. Please note that if you are not present upon our arrival and we have to wait for you, the serving time will be moved forward and we will bill you for the additional time that we are serving late.
- Next we will start off-loading and setting-up for your function. Please ensure that we have easy access for our vehicle to off-load and that we have access to the actual site where we need to braai. Note that we won't carry our equipment further than 50m from our vehicle so arrange for easy access. Also ensure that we have access codes, keys, and if we need to use a keycard for elevators you must issue a dedicated key to our chefs for the entire duration for the function. Please advise us on accessibility to the actual catering site or location. We will not carry our equipment up to more than one short flight of stairs.
- We will start with the heating up of the hot dishes or potjies and by preparing the salads for serving display.
- Please note that our Potjiekos menu will be prepared at our Nyama Kitchen and not at your venue, it will be heated up at your venue and served from our black pots and the side dishes, from the buffet table that we have set-up.
- If you have ordered Lamb on your buffet menu then please note that we prepare Leg of lamb for your function at our Nyama Kitchen and we don't do a whole lamb on the spit at your venue.
- We provide paper serviettes, salt, pepper and salad dressing on the serving tables. If you want to add additional condiments & garnishes you are welcome to do so.
- We use gas burner equipment when heating up the potjies & use burner gel for the chafing dishes when heating up the hot dishes.
- After all the guests had seconds or thirds our chefs will start clearing up the dirty plates from the tables, and we will start dishing out all the left-overs in your containers that you must provide for this. Please note that we won't leave any of our equipment behind.
- Our chefs always looks neat and professional. (Check out our picture gallery on the website)

**Last but not the least.....Enjoy the party!!!**

# How It All Works!

## continued...

### ***Standard Braai's - The Big Day!***

- Our chefs will arrive approximately 4 Hr's prior to serving time, if they are 15 minutes late, due to traffic, please don't panic, inform us so that we can follow-up.
- Clients that made special balance payment arrangements with Nyama accounts must pay the balance of the invoice either in cash to the chef upon our arrival and before we set-up or give them a copy of the proof of payment for the balance payment.
- Unfortunately we don't accept cheque payments. Please note that if you are not present upon our arrival and we have to wait for you, the serving time will be moved forward and we will bill you for the additional time that we are serving late.
- Next we will start off-loading and setting-up for your function. Please ensure that we have easy access for our vehicle to off-load and that we have access to the actual site where we need to braai. Note that we won't carry our equipment further than 50m from our vehicle so arrange for easy access. Also ensure that we have access codes, keys, and if we need to use a keycard for elevators you must issue a dedicated key to our chefs for the entire duration for the function. Please advise us on accessibility to the actual catering site or location. We will not carry our equipment up to more than one short flight of stairs.
- We will start with the braai and by preparing the salads for serving display table.
- Please note that the food will be served in chaffing dishes, buffet-style!
- We only serve one portion per item on the menu and the serving is based on gram per person.
- We provide paper serviettes, salt, pepper and salad dressing on the serving tables. If you want to add additional condiments & garnishes you are welcome to do so.
- We use gas burner equipment when heating up the potjies & use burner gel for the chafing dishes when heating up the hot dishes.
- After all the guests had seconds or thirds our chefs will start clearing up the dirty plates from the tables, and we will start dishing out all the left-overs in your containers that you must provide for this. Please note that we won't leave any of our equipment behind.
- Our chefs always looks neat and professional. (Check out our picture gallery on the website)

**Last but not the least.....Enjoy the party!!!**

# How It All Works!

## continued...

### ***OX Braai's - The Big Day!***

#### ***How to book your function!***

- Because we work on a first received deposit, first receive our excellent service basis, we suggest that you pay your deposit A.S.A.P. to book the date. We can change the Menu, Serving time or Amount of guests up to 7 Workdays before the function.
- The deposit books your date & the balance must be paid before or upon our arrival before we set-up for your function. Please note that without the final payment received we will not start with our set-up.

### ***OX Braai's - The Big Day!***

- We arrive between 12-20 Hours prior to serving time depending on the size of the function, to start with our preparations and to start with the OX Braai.
- We send 3-4 Staff members for the initial set-up and then for the function serving we will send enough staff based on the size of the function to ensure a very smooth service. We don't supply waiting staff but we can suggest companies for you who can supply you with such a service.

#### ***Set-Up Requirements:***

- We require a 10x10m area preferably under cover, where we are catering in the open air you need to provide us with at least one Gazebo for our preparation station and utensils/equipment.
- We need a dedicated uninterrupted power supply for our electrical equipment, a dedicated water supply close to our set-up not more than 40m away from our set-up, we need ample lighting for preparations during the night, we prefer a dust free environment, if and where possible and we need easy access for our vehicles to enter with our Oxbraai Machine that is transported on a trailer. The length of our vehicle and trailer is around 7m long and therefore we cannot turn into sharp corners or small spaces. Please note that our trailer and Oxbraai should have a roof clearance of at least 4m high. Please note that our vehicles cant be moved away from our Braai set-up due to us having to store some equipment on our vehicles.
- We require a dedicated person or liaison to be at the venue upon our arrival, to show us where to set-up. Please note that our arrival could also be during the course of the night anything between 08:00pm - 05:00am.
- Please note that you have to provide us with enough containers after the service, to dish out all the left-overs, please note that we won't supply our containers for these said left-overs.
- Please note that you have to provide us with all your company provisions and regulations around health and safety at least 07 working days prior to your event. Please note that if we didn't receive any instructions on your health and safety policy prior to your event, we will not adhere to any last minute health and safety requests on the day.

#### ***Service Layout:***

- Please note that you have to adhere to the serving time agreed upon for it is crucial for us to serve on time, beef is not an easy type of meat to keep moist and tender for long durations and we need to serve our food at it's best. Please time your speeches accurately and please ensure that your guests are all present at serving time, late-comers will be accommodated whilst still in service but once service are done, we won't be able to accommodate them.
- We do a Buffet Style set-up, the guests will help themselves towards all the side-dishes and our chefs will dish up all the meats and potatoes directly from our smaller stainless steel spitbraais.
- Please note that we only use our Oxbraai machine to braai the ox and that we then transfer the meat into a smaller braai for serving purposes.
- We will supply all the necessary equipment, utensils, condiments and garnishes for the food serving stations. Please note that we only supply cutlery and white china crockery on request at an additional charge of R6.00 per person extra.
- **Please note that we charge R200.00 per chef for overtime if there are delays in our agreed service and serving times due to client negligence or for whatever reason not cleared with Nyama Catering CC, prior to your event.**
- **Please note that you will have to provide us with clear directions to your venue, please ensure that we have a map and GPS Co-ordinates for venues in difficult to find or rural areas.**

Continued overleaf...



# How It All Works!

## continued...

### ***OX Braai's - The Big Day!***

#### ***Cancellation & Additional Policies!***

- All cancellations must be received via email. Date and time acknowledgment is the clients responsibility. Please call to be sure that your email was received.
- Cancellations received up to Two(2) weeks prior to your event: 50% of your paid deposit will be refunded.
- Cancellations received less than Two(2) weeks prior to your event will forfeit the entire deposit.
- Postponement and cancellation works on the same policy.
- You cannot use a forfeited deposit towards a later date or another event.
- Nyama Catering will not be responsible for any food item or beverage taken off premise to be consumed at a later time after the event. We ensure that there is enough food as per your signed menu and amount of guests and our staff will control the serving of these portions on the day of your event. If you don't follow our serving procedures and times or ask our staff to leave the food for you to serve yourself, we cannot ensure the quality or that everyone gets food.
- Second or third party billing is not permitted, the named person and/or company on the invoice is responsible for reconciling all financial terms with Nyama Catering. No hand written amendments to this document are permitted and as such no hand written amendments to this document are legally binding.

**Last but not the least.....Enjoy the party!!!**

# Nyama Standard Set-up Explained!

Below is a complete explanation on Nyama's Standard set-up, on the day of your function, together with what is included and not included .

## Arrival

- Upon our arrival, our chef will find his contact (**function co-ordinator**) to greet and to find out where to set-up our serving table and catering equipment.
- We then start off-loading our vehicle and getting all our equipment to the designated area where we will braai and set-up the serving station.

## What we need to do the set-up

- We ask that you show our chefs where a basin is to wash hands after they off-loaded and before they can start preparing the food.
- You need to show them the allocation you kept open for them to do there set-up at.
- We require a space allocated under cover to do their set-up under for in case of bad weather. We do provide branded umbrellas depending on availability to form part of the set-up to cover the serving table, this is however not enough cover in bad weather conditions.
- We need enough lighting if we cater in the evening, it is difficult for the chefs to prepare in the dark and your guests want to see what they dish up for themselves. Dark lighting conditions jeopardize the service in general.

## How can you assist us in terms of set-up? (Please note that this is not a necessity)

- If there is a kitchen area to utilise to prepare their salads it will be convenient but it's not a must!
- If you have a fridge with some space where they can keep some of their dishes chilled then it will help with convenience but again not a must for we are geared to keep everything fresh and chilled on-location.
- From time to time there might be a specific dish to heat-up so if you have an oven that they can use it will be helpful but not a necessity.

## How does the set-up work?

- We do "Buffet-Style" catering therefore we will set-up a rectangular table on which the cutlery, crockery, condiments & garnishes and all the side-dishes will be placed that are not served from our stainless gas spit braai's. Here your guests will help themselves to a plate and cutlery as well as help themselves to the side-dishes provided. For 50+ functions we send two chefs and then one of them will look after the buffet table, keeping everything tidy and to assist the guests whilst the second chef will serve the meats and potatoes directly from the spit braai. We serve for a duration of one hour from the confirmed serving time before we start clearing away.
- Once all your guests enjoyed their meal and those still hungry had second helpings, the chefs will then start to clear the dirty plates from the table and start clearing away.
- We require you to then have your own dishes available to give to our chefs so that they can dish-out all the left overs for you, to enjoy the next day. Please note that we don't leave any of our catering equipment behind and if you need to keep any of our catering equipment, you can buy it from Nyama by paying cash for it on the day. You can ask the chef for the pricing on the day or call our offices.
- **Desserts** – Once the main meal is served, we start by preparing a dessert table. We start serving dessert once we have cleared away the dinner plates. We serve dessert for a 30 minute duration after the main course.
- **Serving times – 1Hour Main Course 30Min Dessert** – We can allow only up to 30 minutes for late serving, thereafter we bill you R200.00 per chef per hour overtime. We want to serve our food at its best, if we serve late we won't guarantee food quality and we will bill you for extra time.

### What serving utensils do we use?

- Black Table-cloths with red overlays.
- For hot dishes – Stainless Bain Mare's
  - For Salads – Stainless Salad Bowls
  - Serving Spoons – Stainless
  - Other serving dishes - Stainless
- Plates – White China (We rent it in from a supplier – all looks exactly the same)
  - Cutlery – Standard Catering Stainless
  - Salad Dressing, Butters, Ice Cream, Custards – As purchased

# Food safety tips for left-overs!

Many people enjoy eating leftovers from holiday festivities, family gatherings or from dining out. However, leftovers need to be properly handled. Here are some basic food safety tips to help keep leftovers safe.

## Handling leftovers

Before and after handling leftovers, wash your hands with hot soapy water, as well as all utensils, dishes and work surfaces. For added protection, you may want to sanitize utensils, dishes and work surfaces. Normal household sanitisers or a mild bleach solution (5 ml/1 tsp. bleach per 750 ml/3 cups water) may be used

Keep foods out of the danger zone, between 4°C (40°F) and 60°C (140°F) to prevent the growth of harmful bacteria.

Throw away any cooked food left out at room temperature for more than two hours.

Never rely on your nose, eyes or taste buds to judge the safety of food. You cannot tell if food is contaminated by its look, smell or taste. When in doubt, throw it out!

## Cooling leftovers

Refrigerate all leftovers promptly in uncovered, shallow containers so they cool quickly.

Very hot items can first be cooled at room temperature. Refrigerate once steaming stops.

Leave the lid off or wrap loosely until the food is cooled to refrigeration temperature.

Avoid overstocking the refrigerator to allow cool air to circulate freely.

## Storing leftovers

Always use a clean container to hold the leftovers, or wrap the leftovers in leak-proof plastic bags to prevent cross-contamination. Keep different types of leftovers separate.

Eat refrigerated leftovers within 2 to 3 days, or freeze them for later use.

Date leftovers to help identify the contents and to ensure they are not stored too long.

## Defrosting leftovers

Thaw frozen leftovers in the refrigerator or in the microwave. Ensure food is properly sealed.

Consume or cook the leftovers immediately after they have thawed.

## Refrigerator

Place the container or platter on the bottom shelf of the refrigerator to avoid leakage on other foods during thawing.

## Microwave

Before defrosting, remove food from any packaging or containers not identified as microwave-safe (such as plastic wrap, freezer cartons, and Styrofoam trays). Only use containers and wraps that are labelled as microwave safe.

Use the defrost setting of your microwave and make sure leftovers are completely defrosted before reheating.

Use or eat the leftovers immediately after defrosting. Don't re-freeze foods that you've defrosted in the microwave.

## Reheating leftovers

Reheat leftovers to a safe internal temperature of 74°C (165°F). Use a digital food thermometer to check the temperature.

Bring gravies, soups and sauces to a full, rolling boil and stir during the process. Discard uneaten leftovers after they have been reheated.

## Reheating in a microwave

Use only containers and plastic wrap designed for use in the microwave. Loosen the lid or wrap to allow steam to escape.

Stop the microwave midway through reheating and stir the food so that the heat is evenly distributed. Rotate the plate several times during cooking if your microwave does not have a rotating tray.



# Acceptance of Nyama Catering Terms, Conditions & Procedures

## Client Details:

Client Name: \_\_\_\_\_

Quotation Nr: \_\_\_\_\_

I.D. Nr: \_\_\_\_\_

Cell Nr: \_\_\_\_\_

Alternative Nr: \_\_\_\_\_

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

**Please send this signed agreement to 086 606 9262 or  
info@nyama-spitbraai.co.za**



## Cash Payment Arrangement & Agreement

By this contract, I agree to make a cash, balance payment of R\_\_\_\_\_ to **Nyama Catering**, for their catering service to be done.

By this agreement, I agree that the payment will be immediately handed to your chef upon his arrival at my function.

I have been made aware through this agreement that if the payment is not received within the first 15 minutes from their arrival time at my function, that they will not start to off-load their vehicle and also not start with the agreed set-up until the balance payment is received.

I will be charged for overtime for the duration that they will have to wait for the payment at R200.00 per hour, per chef, which will be payable in cash and added to the outstanding balance on the invoice.

This agreement is binding, and failure to meet its terms will allow Nyama Catering to cancel their services for my function and allow Nyama Catering to retain all my deposits received and paid for my confirmed booking.

By signing this agreement, all parties agree to the terms as described above. I, \_\_\_\_\_(Name) will be responsible for upholding these terms.

\_\_\_\_\_  
(Client / Payer) Name & Signature

\_\_\_\_\_  
(Date)

# Nyama Standard Set-up Explained!

Below is a complete explanation on Nyama's Standard set-up, on the day of your function, together with what is included and not included .

## Arrival

- Upon our arrival, our chef will find his contact (**function co-ordinator**) to greet and to find out where to set-up our serving table and catering equipment.
- We then start off-loading our vehicle and getting all our equipment to the designated area where we will braai and set-up the serving station.

## What we need to do the set-up

- We ask that you show our chefs where a basin is to wash hands after they off-loaded and before they can start preparing the food.
- You need to show them the allocation you kept open for them to do their set-up at.
- We require a space allocated under cover to do their set-up under for in case of bad weather. We do provide branded umbrellas depending on availability to form part of the set-up to cover the serving table, this is however not enough cover in bad weather conditions.
- We need enough lighting if we cater in the evening, it is difficult for the chefs to prepare in the dark and your guests want to see what they dish up for themselves. Dark lighting conditions jeopardize the service in general.

## How can you assist us in terms of set-up? (Please note that this is not a necessity)

- If there is a kitchen area to utilise to prepare their salads it will be convenient but it's not a must!
- If you have a fridge with some space where they can keep some of their dishes chilled then it will help with convenience but again not a must for we are geared to keep everything fresh and chilled on-location.
- From time to time there might be a specific dish to heat-up so if you have an oven that they can use it will be helpful but not a necessity.

## How does the set-up work?

- We do "Buffet-Style" catering therefore we will set-up a rectangular table on which the cutlery, crockery, condiments & garnishes and all the side-dishes will be placed that are not served from our stainless gas spit braai's. Here your guests will help themselves to a plate and cutlery as well as help themselves to the side-dishes provided. For 50+ functions we send two chefs and then one of them will look after the buffet table, keeping everything tidy and to assist the guests whilst the second chef will serve the meats and potatoes directly from the spit braai. We serve for a duration of one hour from the confirmed serving time before we start clearing away.
- Once all your guests enjoyed their meal and those still hungry had second helpings, the chefs will then start to clear the dirty plates from the table and start clearing away.
- We require you to then have your own dishes available to give to our chefs so that they can dish-out all the left overs for you, to enjoy the next day. Please note that we don't leave any of our catering equipment behind and if you need to keep any of our catering equipment, you can buy it from Nyama by paying cash for it on the day. You can ask the chef for the pricing on the day or call our offices.
- **Desserts** – Once the main meal is served, we start by preparing a dessert table. We start serving dessert once we have cleared away the dinner plates. We serve dessert for a 30 minute duration after the main course.
- **Serving times – 1Hour Main Course 30Min Dessert** – We can allow only up to 30 minutes for late serving, thereafter we bill you R200.00 per chef per hour overtime. We want to serve our food at its best, if we serve late we won't guarantee food quality and we will bill you for extra time.

### What serving utensils do we use?

- Black Table-cloths with red overlays.
- For hot dishes – Stainless Bain Mare's
  - For Salads – Stainless Salad Bowls
    - Serving Spoons – Stainless
    - Other serving dishes - Stainless
- Plates – White China (We rent it in from a supplier – all looks exactly the same)
  - Cutlery – Standard Catering Stainless
- Salad Dressing, Butters, Ice Cream, Custards – As purchased

# How It All Works!

## Collections

### *How to book your function!*

- Because we work on a first received deposit, first receive our excellent service basis, we suggest that you pay your deposit A.S.A.P. to book the date. We can change the Menu, Serving time or Amount of guests up to 7 Workdays before the function.
- The deposit books your date & the balance must be paid before at least 48 hours prior to your function. Please note that without the final payment received 48 hours prior to your collection, we will not start with any food preparations.

### *Collection Day!*

- We will ensure that all your food is prepared and ready for collection on the agreed collection time, the collection address is 630 Goukamma str, Erasmuskloof, Pretoria East. For further directions you may call our office number on 083 350 7306.
- We will supply all the dishes that you have selected (menu) in foil or plastic disposable serving dishes. All meats will be prepared in foil trays. All other side-dishes will be prepared in plastic disposable containers with lids.
- Please note that we do not include any serving utensils or dishes to be used to warm or serve the food, you will have to arrange your own chaffing dishes, salad bowls and utensils for the serving of your menu. Please note that all the food we prepare will be cold upon collection.
- Please note that all meats are pre-basted, you will have to specify in case you don't want any of your meats to be basted.
- We can provide Styrofoam plates and plastic cutlery on request.
- Please note the following:
  - 1.) We work on a serving portion size of a specific gram per person on all dishes.
  - 2.) We will have enough food prepared for the amount of guests that you requested and nothing over and above what was agreed upon.
  - 3.) Please ensure that you give yourself at least an hour to heat all meats if done in a chaffing dish, before serving time. The same applies to all hot side dishes.
  - 4.) Please ensure that you keep all cold dishes & salads refrigerated.
  - 5.) Please arrange your own cool boxes to keep food cold when you collect.
  - 6.) Please note that once you have collected the food from us it will be your responsibility to ensure that safe food handling practices are followed, Nyama Catering takes no responsibility for food safety once it leaves our premises!
  - 7.) Please ensure that you regulate the portions when your guests are dishing up for as we mentioned above, it will be based on a certain gram portion per person.
- If your food is not collected on the agreed time or day of collection, we can store it for you to a maximum of 24 Hr's (1Day) to collect the following day with the exception of Sunday's. If it is not collected at all you will forfeit all monies paid and we will sponsor it to a charity of our choosing.

**Last but not the least.....Enjoy the meal!!!**



# Payment terms & procedures for Late and Same-day bookings!!!



Please read through this document carefully to avoid disappointment!

## Same day & 1 day prior to function bookings

We require that the function invoice must be **PAID IN FULL!**, we will **ONLY START!** arrangements for your function once the full payment reflects in our account, therefore please ensure **DIRECT TRANSFERS!** from other banks if not transferred from a Standard Bank account.

### **Please note!**

- If you book a day in advance of your function the full payment must reflect on our account by the latest at 13h00 the day before your function if your serving time is between 12h00 to 15h00 the next day. This will give us enough time to buy produce & prepare the logistics around your event for the next day!  
If the payment does not reflect on our account by 13h00 the day before your function then we will not be able to start with any arrangements and preparations around your function and we won't be able to serve at your preferred serving time for the function. We will only start the preparations the next morning and therefore your serving time will move forward with a minimum of 4 hours later than you preferred.
- If you book for the same day on when your function commence the full payment must reflect on our account by the latest at 08h00 in the morning. We will only then be able to start serving from 15h00 onwards.  
If the payment does not reflect on our account by 08h00 on the day of your function then we will not be able to start with any arrangements and preparations around your function until the time that the full payment reflects on our account! We will only start the preparations once we received the said payment and that will then determine what time we will be able to serve that day!

## **Please consider the following points!**

- We buy & prepare all our produce fresh and therefore we require a minimum of 2 Hours to buy the produce for your function and an additional 3 Hours to prepare your dishes!
- We then need a further 2 Hours to allow for the travel time to get to your function!
- We require an additional 3.5 - 4 Hours to prepare your catering once we arrived at your function and once we are on-site!
- Taking all of the above into account we need a minimum of 9 hours to schedule and prepare for your function from receiving your full payment confirmation until the time that we are ready to serve at your function and therefore the confirmation of your booking and your serving time will be solely determined by the time we received a full payment!







# How it works!

## Standard Braai Menu

### *How to book your function!*

- Because we work on a first received deposit, first receive our excellent service basis, we suggest that you pay your deposit A.S.A.P. to book the date. We can change the Menu, Serving time or Amount of guests up to 7 Workdays before the function.
- The deposit books your date & the balance must be paid before or upon our arrival before we set-up for your function. Please note that without the final payment received we will not start with our set-up.

### *Standard Braai's - The Big Day!*

- Our chefs will arrive approximately 4 Hr's prior to serving time, if they are 15 minutes late, due to traffic, please don't panic, inform us so that we can follow-up.
- Clients that made special balance payment arrangements with Nyama accounts must pay the balance of the invoice either in cash to the chef upon our arrival and before we set-up or give them a copy of the proof of payment for the balance payment.
- Unfortunately we don't accept cheque payments. Please note that if you are not present upon our arrival and we have to wait for you, the serving time will be moved forward and we will bill you for the additional time that we are serving late.
- Next we will start off-loading and setting-up for your function. Please ensure that we have easy access for our vehicle to off-load and that we have access to the actual site where we need to braai. Note that we won't carry our equipment further than 50m from our vehicle so arrange for easy access. Also ensure that we have access codes, keys, and if we need to use a keycard for elevators you must issue a dedicated key to our chefs for the entire duration for the function. Please advise us on accessibility to the actual catering site or location. We will not carry our equipment up to more than one short flight of stairs.
- We will start with the braai and by preparing the salads for serving display table.
- Please note that the food will be served in chaffing dishes, buffet-style!
- We only serve one portion per item on the menu and the serving is based on gram per person.
- We provide paper serviettes, salt, pepper and salad dressing on the serving tables. If you want to add additional condiments & garnishes you are welcome to do so.
- We use gas burner equipment when heating up the potjies & use burner gel for the chafing dishes when heating up the hot dishes.
- After all the guests had seconds or thirds our chefs will start clearing up the dirty plates from the tables, and we will start dishing out all the left-overs in your containers that you must provide for this. Please note that we won't leave any of our equipment behind.
- Our chefs always looks neat and professional. (Check out our picture gallery on the website)

### *Cancellation & Additional Policies!*

- All cancellations must be received via email. Date and time acknowledgment is the clients responsibility. Please call to be sure that your email was received.
- Cancellations received up to Two(2) weeks prior to your event: 50% of your paid deposit will be refunded.
- Cancellations received less than Two(2) weeks prior to your event will forfeit the entire deposit.
- Postponement and cancellation works on the same policy.
- You cannot use a forfeited deposit towards a later date or another event.
- Nyama Catering will not be responsible for any food item or beverage taken off premise to be consumed at a later time after the event. We ensure that there is enough food as per your signed menu and amount of guests and our staff will control the serving of these portions on the day of your event. If you don't follow our serving procedures and times or ask our staff to leave the food for you to serve yourself, we cannot ensure the quality or that everyone gets food.
- Second or third party billing is not permitted, the named person and/or company on the invoice is responsible for reconciling all financial terms with Nyama Catering. No hand written amendments to this document are permitted and as such no hand written amendments to this document are legally binding.

**Last but not the least.....Enjoy the party!!!**



# How it works!

## Spitbraai Menu

### *How to book your function!*

- Because we work on a first received deposit, first receive our excellent service basis, we suggest that you pay your deposit A.S.A.P. to book the date. We can change the Menu, Serving time or Amount of guests up to 7 Workdays before the function.
- The deposit books your date & the balance must be paid before or upon our arrival before we set-up for your function. Please note that without the final payment received we will not start with our set-up.

### *Spitbraai's - The Big Day!*

- Our chefs will arrive approximately 4 Hr's prior to serving time, if they are 15 minutes late, due to traffic, please don't panic, inform us so that we can follow-up.
- Clients that made special balance payment arrangements with Nyama accounts must pay the balance of the invoice either in cash to the chef upon our arrival and before we set-up or give them a copy of the proof of payment for the balance payment. Unfortunately we don't accept cheque payments. Please note that if you are not present upon our arrival and we have to wait for you, the serving time will be moved forward and we will bill you for the additional time that we are serving late.
- Next we will start off-loading and setting-up for your function. We will start with the braai. Please ensure that we have easy access for our vehicle to off-load and that we have access to the actual site where we need to braai. Note that we won't carry our equipment further than 50m from our vehicle so arrange for easy access. Also ensure that we have access codes, keys, and if we need to use a keycard for elevators you must issue a dedicated key to our chefs for the entire duration for the function. Please advise us on accessibility to the actual braai site. We will not carry our equipment up to more than one short flight of stairs.
- Please note that we will serve the meat & potatoes directly from the machine, if you want to serve it from a different serving area in-house you will have to provide us with chaffing dishes to dish out the meat and a warm-tray to keep it warm for the duration of serving.
- We provide paper serviettes, salt, pepper and salad dressing on the serving tables. If you want to add additional condiments & garnishes you are welcome to do so.
- We use gas operated spitbraai equipment, so there is no smoke. We do however require a wind and weather free environment to do our business in. Please arrange a gazebo or a lapa where we can set-up under a roof for serving and braai'ing.
- After all the guests had seconds or thirds our chefs will start clearing up the dirty plates from the tables, and we will start dishing out all the left-overs in your containers that you must provide for this. Please note that we won't leave any of our equipment behind.
- Our chefs always looks neat and professional. (Check out our picture gallery on the website)

### *Cancellation & Additional Policies!*

- All cancellations must be received via email. Date and time acknowledgment is the clients responsibility. Please call to be sure that your email was received.
- Cancellations received up to Two(2) weeks prior to your event: 50% of your paid deposit will be refunded.
- Cancellations received less than Two(2) weeks prior to your event will forfeit the entire deposit.
- Postponement and cancellation works on the same policy.
- You cannot use a forfeited deposit towards a later date or another event.
- Nyama Catering will not be responsible for any food item or beverage taken off premise to be consumed at a later time after the event. We ensure that there is enough food as per your signed menu and amount of guests and our staff will control the serving of these portions on the day of your event. If you don't follow our serving procedures and times or ask our staff to leave the food for you to serve yourself, we cannot ensure the quality or that everyone gets food.
- Second or third party billing is not permitted, the named person and/or company on the invoice is responsible for reconciling all financial terms with Nyama Catering. No hand written amendments to this document are permitted and as such no hand written amendments to this document are legally binding.

**Last but not the least.....Enjoy the party!!!**



# How it works! Buffet & Potjie Menu

## *How to book your function!*

- Because we work on a first received deposit, first receive our excellent service basis, we suggest that you pay your deposit A.S.A.P. to book the date. We can change the Menu, Serving time or Amount of guests up to 7 Workdays before the function.
- The deposit books your date & the balance must be paid before or upon our arrival before we set-up for your function. Please note that without the final payment received we will not start with our set-up.

## ***Corporate Buffets & Potjies- The Big Day!***

- Our chefs will arrive approximately 2 Hr's prior to serving time, if they are 15 minutes late, due to traffic, please don't panic, inform us so that we can follow-up.
- Clients that made special balance payment arrangements with Nyama accounts must pay the balance of the invoice either in cash to the chef upon our arrival and before we set-up or give them a copy of the proof of payment for the balance payment.
- Unfortunately we don't accept cheque payments. Please note that if you are not present upon our arrival and we have to wait for you, the serving time will be moved forward and we will bill you for the additional time that we are serving late.
- Next we will start off-loading and setting-up for your function. Please ensure that we have easy access for our vehicle to off-load and that we have access to the actual site where we need to braai. Note that we won't carry our equipment further than 50m from our vehicle so arrange for easy access. Also ensure that we have access codes, keys, and if we need to use a keycard for elevators you must issue a dedicated key to our chefs for the entire duration for the function. Please advise us on accessibility to the actual catering site or location. We will not carry our equipment up to more than one short flight of stairs.
- We will start with the heating up of the hot dishes or potjies and by preparing the salads for serving display.
- Please note that we prepare our Potjiekos menu at your venue, on-site. It will be served from our black pots and the side dishes, from the buffet table that we have set-up.
- If you have ordered Lamb on your buffet menu then please note that we prepare Leg of lamb for your function at our Nyama Kitchen and we don't do a whole lamb on the spit at your venue.
- We provide paper serviettes, salt, pepper and salad dressing on the serving tables. If you want to add additional condiments & garnishes you are welcome to do so.
- We use gas burner equipment when heating up the potjies & use burner gel for the chafing dishes when heating up the hot dishes.
- After all the guests had seconds or thirds our chefs will start clearing up the dirty plates from the tables, and we will start dishing out all the left-overs in your containers that you must provide for this. Please note that we won't leave any of our equipment behind.
- Our chefs always looks neat and professional. (Check out our picture gallery on the website)

## ***Cancellation & Additional Policies!***

- All cancellations must be received via email. Date and time acknowledgment is the clients responsibility. Please call to be sure that your email was received.
  - Cancellations received up to Two(2) weeks prior to your event: 50% of your paid deposit will be refunded.
  - Cancellations received less than Two(2) weeks prior to your event will forfeit the entire deposit.
  - Postponement and cancellation works on the same policy.
  - You cannot use a forfeited deposit towards a later date or another event.
  - Nyama Catering will not be responsible for any food item or beverage taken off premise to be consumed at a later time after the event. We ensure that there is enough food as per your signed menu and amount of guests and our staff will control the serving of these portions on the day of your event. If you don't follow our serving procedures and times or ask our staff to leave the food for you to serve yourself, we cannot ensure the quality or that everyone gets food.
  - Second or third party billing is not permitted, the named person and/or company on the invoice is responsible for reconciling all financial terms with Nyama Catering. No hand written amendments to this document are permitted and as such no hand written amendments to this document are legally binding.
- Last but not the least.....Enjoy the party!!!**



# How it works!

## Breakfast Menu

### *How to book your function!*

- Because we work on a first received deposit, first receive our excellent service basis, we suggest that you pay your deposit A.S.A.P. to book the date. We can change the Menu, Serving time or Amount of guests up to 7 Workdays before the function.
- The deposit books your date & the balance must be paid before or upon our arrival before we set-up for your function. Please note that without the final payment received we will not start with our set-up.

### *Breakfasts - The Big Day!*

- We will supply all the necessary catering staff in order to provide a very smooth service, to set-up the serving area and to get the food ready. If you require additional waiting staff please contact us so that we can provide you with the contact details of the companies that offer this service.
- We need the responsible person/liason to show us where to set-up & to help us with easy access. We will arrive approximately 4 hours prior to serving time to start heating the food. Please adhere to the agreed serving times for we won't be ready to serve earlier and also don't want the food to stand long after the serving time. We allow only 30 minutes later at the most and no time for earlier serving.
- We set-up up our buffet table and start preparing the breakfast. The breakfast is served buffet style from the buffet table. The chef will be on stand-by to keep area clean and assist where needed!
- Please note that the coffee will be served from the buffet table.
- We can provide White China Crockery and Stainless steel Cutlery at an additional cost (see order form). This will be cleared after the meal by our staff and will be taken to our premises dirty. If you want to set up your tables instead of having the plates and cutlery on the buffet table, you are more than welcome to collect them from us the previous day. Please note that with Corporate catering in offices, the guests won't be allowed to carry away our plates and cutlery to their individual floors or offices and that you will be billed for all the plates and cutlery that is not present at the serving location.

All we require from you on the day would be:

- 1.) A kitchen area if one is available for us to prep our salads. (Not a requirement!!!)
  - 2.) Access to a water point.
  - 3.) Access to an electricity point if we supply hot beverages.
  - 4.) Dishes for any leftovers.
  - 5.) A VERY GOOD APPETITE.
- We require a 3 x 3 meter space for every 50 people to setup our preparation station.

Please take note of the following:

- To enable us to serve our food at it's best we rely on you to keep with the agreed serving times.
- We need a map of the venue if it is not easy to find on GPS Or Google Maps.
- All cutlery & crockery must be counted with our chefs after the function by someone in charge, if we miss any of these items, you will be billed afterwards.
- Please ensure that you have extra dishes available for us to dish out all the left-overs for you to enjoy the next day.
- Under no circumstances will our chefs leave any of our catering equipment behind for you to use after the function. Please ensure that you have dishes available for your own use afterwards.
- Make sure that we don't get hold up at security for this will affect our serving times.

Continued overleaf...



# How it works!

## Breakfast Menu

### *Cancellation & Additional Policies!*

- All cancellations must be received via email. Date and time acknowledgment is the clients responsibility. Please call to be sure that your email was received.
- Cancellations received up to Two(2) weeks prior to your event: 50% of your paid deposit will be refunded.
- Cancellations received less than Two(2) weeks prior to your event will forfeit the entire deposit.
- Postponement and cancellation works on the same policy.
- You cannot use a forfeited deposit towards a later date or another event.
- Nyama Catering will not be responsible for any food item or beverage taken off premise to be consumed at a later time after the event. We ensure that there is enough food as per your signed menu and amount of guests and our staff will control the serving of these portions on the day of your event. If you don't follow our serving procedures and times or ask our staff to leave the food for you to serve yourself, we cannot ensure the quality or that everyone gets food.
- Second or third party billing is not permitted, the named person and/or company on the invoice is responsible for reconciling all financial terms with Nyama Catering. No hand written amendments to this document are permitted and as such no hand written amendments to this document are legally binding.

**Last but not the least.....Enjoy the party!!!**



# How it works!

## OX Braai Menu

### *How to book your function!*

- Because we work on a first received deposit, first receive our excellent service basis, we suggest that you pay your deposit A.S.A.P. to book the date. We can change the Menu, Serving time or Amount of guests up to 7 Workdays before the function.
- The deposit books your date & the balance must be paid before or upon our arrival before we set-up for your function. Please note that without the final payment received we will not start with our set-up.

### *OX Braai's - The Big Day!*

- We arrive between 12-20 Hours prior to serving time depending on the size of the function, to start with our preparations and to start with the OX Braai.
- We send 3-4 Staff members for the initial set-up and then for the function serving we will send enough staff based on the size of the function to ensure a very smooth service. We don't supply waiting staff but we can suggest companies for you who can supply you with such a service.

#### **Set-Up Requirements:**

- We require a 10x10m area preferably under cover, where we are catering in the open air you need to provide us with at least one Gazebo for our preparation station and utensils/equipment.
- We need a dedicated uninterrupted power supply for our electrical equipment, a dedicated water supply close to our set-up not more than 40m away from our set-up, we need ample lighting for preparations during the night, we prefer a dust free environment, if and where possible and we need easy access for our vehicles to enter with our Oxbraai Machine that is transported on a trailer. The length of our vehicle and trailer is around 7m long and therefore we cannot turn into sharp corners or small spaces. Please note that our trailer and Oxbraai should have a roof clearance of at least 4m high. Please note that our vehicles cant be moved away from our Braai set-up due to us having to store some equipment on our vehicles.
- We require a dedicated person or liaison to be at the venue upon our arrival, to show us where to set-up. Please note that our arrival could also be during the course of the night anything between 08:00pm - 05:00am.
- Please note that you have to provide us with enough containers after the service, to dish out all the left-overs, please note that we won't supply our containers for these said left-overs.
- Please note that you have to provide us with all your company provisions and regulations around health and safety at least 07 working days prior to your event. Please note that if we didn't receive any instructions on your health and safety policy prior to your event, we will not adhere to any last minute health and safety requests on the day.

#### **Service Layout:**

- Please note that you have to adhere to the serving time agreed upon for it is crucial for us to serve on time, beef is not an easy type of meat to keep moist and tender for long durations and we need to serve our food at it's best. Please time your speeches accurately and please ensure that your guests are all present at serving time, late-comers will be accommodated whilst still in service but once service are done, we won't be able to accommodate them.
- We do a Buffet Style set-up, the guests will help themselves towards all the side-dishes and our chefs will dish up all the meats and potatoes directly from our smaller stainless steel spitbraais.
- Please note that we only use our Oxbraai machine to braai the ox and that we then transfer the meat into a smaller braai for serving purposes.
- We will supply all the necessary equipment, utensils, condiments and garnishes for the food serving stations. Please note that we only supply cutlery and white china crockery on request at an additional charge of R6.00 per person extra.
- **Please note that we charge R200.00 per chef for overtime if there are delays in our agreed service and serving times due to client negligence or for whatever reason not cleared with Nyama Catering CC, prior to your event.**
- **Please note that you will have to provide us with clear directions to your venue, please ensure that we have a map and GPS Co-ordinates for venues in difficult to find or rural areas.**

Continued overleaf...



# How it works!

## Ox Braai Menu

### *Cancellation & Additional Policies!*

- All cancellations must be received via email. Date and time acknowledgment is the clients responsibility. Please call to be sure that your email was received.
- Cancellations received up to Two(2) weeks prior to your event: 50% of your paid deposit will be refunded.
- Cancellations received less than Two(2) weeks prior to your event will forfeit the entire deposit.
- Postponement and cancellation works on the same policy.
- You cannot use a forfeited deposit towards a later date or another event.
- Nyama Catering will not be responsible for any food item or beverage taken off premise to be consumed at a later time after the event. We ensure that there is enough food as per your signed menu and amount of guests and our staff will control the serving of these portions on the day of your event. If you don't follow our serving procedures and times or ask our staff to leave the food for you to serve yourself, we cannot ensure the quality or that everyone gets food.
- Second or third party billing is not permitted, the named person and/or company on the invoice is responsible for reconciling all financial terms with Nyama Catering. No hand written amendments to this document are permitted and as such no hand written amendments to this document are legally binding.

**Last but not the least.....Enjoy the party!!!**