

# Homey Coffee Bar - Terms of Service

Effective from 1st Feb 2026

## 1. **Titles**

- 1.1. "You" or "Your" refers to the client engaging in Homey Coffee Bar's service.
- 1.2. "Us", "We", "Our", "HCB" refers to Homey Coffee Bar and its property.

## 2. **Enquiry Form, Quote Form, & Pricing**

- 2.1. We offer a no-obligation enquiry form & quote for your consideration.
  - 2.1.1. To receive this service, do follow instructions given on our enquiry form found on our website '[homeycoffeebar.com.au](http://homeycoffeebar.com.au)'.
- 2.2. Your quote is created by these factors: chosen bar & menu package, bar opening duration, group size, GST, and any add-on requests. We try to quote the full and final expense. You can avoid added or additional fees by giving accurate event details and making timely payment on invoices.
  - 2.2.1. Once your quote expires, we reserve the right to adjust our rates, or pass your enquiry date to another client, or cancel your enquiry.

## 3. **Invoice (Payment)**

- 3.1. We classify a booking to be confirmed (locked-in) by your invoice payment settlement.
  - 3.1.1. We reserve the right to cancel your enquired booking date(s) and/or give your requested booking(s) timeslot to our next client, if proof of payment is not available by your invoice's due date.
- 3.2. **By proceeding with any payment to HCB, you agree that all information on your form is true, agreed, and final; that you have read and agree to our terms of service.**
- 3.3. Note on Payment Method: HCB only uses *Henry* to send invoices for payment.
  - 3.3.1. Do input the **unique reference number** (i.e. INV-xxxx xxxx) found on your invoice while making electronic bank transfers.
  - 3.3.2. Any surcharge through card payments are at the discretion of *Henry*, not operated or determined by us.
  - 3.3.3. You can view and/or download the paid invoice PDF with the same link used to make payment.
- 3.4. [If we have completed service for your event] **Late payment** on your invoice will incur a 5% interest every overdue week.
  - 3.4.1. We reserve the right to bill an Amended Final Invoice to you every seventh overdue calendar day cycle - henceforth to be the total amount owing.

## 4. **Booking Confirmation Form**

- 4.1. After we receive payment, you will receive an email booking confirmation form with a summary of your event details.
  - 4.1.1. Email written confirmation by both parties is required to request and/or amend any changes to your booking form details. Please direct all written communication to "[homeycoffeebarperth@gmail.com](mailto:homeycoffeebarperth@gmail.com)" or "[bookings@homeycoffeebar.com.au](mailto:bookings@homeycoffeebar.com.au)".

## 5. **Safety of Equipment & Staff Team**

We reserve the right to refuse service, at any time (of bump in, set up, and during your event):

- 5.1. ...if there is inaccurate or false information that compromises the safety and care of our equipment, at our discretion.
  - 5.1.1. Our required terms of service are stated on our enquiry form, quotes, and invoices to ensure we can safely operate our equipment.
- 5.2. ...if any inappropriate threatening words, behaviours, and/or the like are directed towards us, that compromise the safety and care of our staff team, at our discretion.

## 6. **Exclusive Use**

- 6.1. Please be aware that it is not permissible for anyone (apart from HCB staff) to handle our property and equipment.
- 6.2. Any branding, endorsement materials, and/or advertisement features that you desire to additionally add to our coffee cart and station, must be discussed and approved by us prior to your event.

## 7. **Refund Policy (cancellations)**

- 7.1. Payment settlements are 100% refundable if requested in writing **before 28 calendar days** to your event.
- 7.2. Payments are not refundable if we had to refuse service due to event location non-compliance, or for reasons we are not liable for (e.g. postponement of your event).
- 7.3. In the case of exceptional unforeseen circumstances where cancellation is made by HCB, you will receive any Invoice payment settlement back in full.
  - 7.3.1. We will also endeavour to notify you by text and/or email as soon as possible.

## 8. **Exceeding Guest Count (event size)**

- 8.1. Our freeflow experience is catered for your event size according to your given information. In the case where your on-day event size exceeds the upper count of its category, we are not liable for a slower service (e.g. being under staffing, running out of ingredients, materials etc).
  - 8.1.1. Please include the upper estimates of your whole group.

## 9. **Your Event Details: Non-Negotiables**

- 9.1. Our coffee cart, machinery, and all other equipment need to be **located indoors**.
- 9.2. **Powered site** with one to two power wall outlets (wall sockets).
- 9.3. At least a **half-hour bump-in buffer** is required.
  - 9.3.1. Your designated liaison (contact person) should be contactable ahead of your bump in time, through their mobile number provided on your enquiry form.
  - 9.3.2. We cannot be held liable for any delay to your bar OPEN time, due to your liaison being late or due to incorrect information on your booking form (e.g. mobile number, location address, lack of internal security notification, and unloading instructions etc).

## 10. **Your Event Details: General (Incurred Additional Fees)**

*These are required for the Base Service Fee to apply. In addition, we may physically not be able to set up at your event (cancel service) or you may be billed an additional labour fee.*

- 10.1. **Wheelchair friendly access** required (i.e. smooth path from drop-off to set-up area). The coffee cart needs to be wheeled on flat ground; without significant gaps, uneven paving, stairs, steps, or any features that would be considered wheelchair **un**friendly.
  - 10.1.1. We reserve the right to cancel service if your event location is physically unsafe for transporting our cart and equipment; or bill you an additional labour fee.
- 10.2. **Lift access** required for events above ground-floor.
  - 10.2.1. We reserve the right to cancel service if your event location is above ground-floor with no lift access to us; or bill an additional labour fee.
- 10.3. Public access to a **handwashing station** [i.e. a working kitchen or bathroom sink].
  - 10.3.1. We ask for this information on your enquiry form as most council areas require food businesses to have a handwashing station for public use.
  - 10.3.2. If no handwashing station is present at your location and you have not communicated to us that there is not one present; any and all penalties resulting shall be your responsibility.
- 10.4. No further legal requirements, permits, and/or additional paperwork [from venues etc] unless communicated through your enquiry form.
  - 10.4.1. Please inform us of any required paperwork or sign-in procedure at least 28 days ahead of your event. This is to ensure we can apply in time with governing bodies.
  - 10.4.2. HCB maintains an active ABN, Food Business Licence (low-risk), and \$20mil Public Liability Insurance Currency.

## 11. **Late Bookings & Amendments**

- 11.1. We understand that organising events comes with frequent changes in plans. However, our service(s) require 28 days notice to adjust any initial booking details. This is to make good on our promises of serving the freeflow experience during your hire.
  - 11.1.1. **Homey Coffee Bar considers new bookings, booking detail amendments, additional requests, additional obligations, and the like as 'late requests' if within 28 calendar days to your earliest booking date(s).**

## 12. **Photography & Media**

- 12.1. Common use (appropriate) photography of our cart and staff are permissible.
- 12.2. We may record and upload media of our cart and your event.
  - 12.2.1. If you have any issues or restrictions surrounding media (e.g. photos and videos), please inform us ahead of your booking date.

## 13. **Changes to Terms of Service**

- 13.1. Our terms of service may be changed and updated from time to time.
- 13.2. In the event that any changes are made, the revised terms of service shall be dated and posted on our website immediately.

## 14. **Communication & Complaints**

- 14.1. Please let us know how we can improve, you can reach us through:
  - 14.1.1. Email: 'homeycoffeebarperth@gmail.com' or 'admin@homeycoffeebar.com.au'
  - 14.1.2. Instagram: @homeycoffeebarperth
- 14.2. Wageline [WA] wages and work policy: Phone: 1300 655 266
- 14.3. Office hours (in general):
  - 14.3.1. Weekdays: Monday to Friday 9am-4pm
  - 14.3.2. Weekends and Public Holidays: Closed