

Homey Coffee Bar - Terms of Service

Effective from 1st August 2026

1. Titles

- 1.1. "You" or "Your" refers to the client and any organiser(s) acting on behalf of the client engaging in Homey Coffee Bar's service.
 - 1.1.1. Client shall be titled on payable Invoice.
- 1.2. "Us", "We", "Our", "HCB" refers to Homey Coffee Bar and all 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'.
- 2.2. We try to quote the full and final expense. You can avoid additional fees by giving accurate event details and making timely payment on invoices.
 - 2.2.1. Once your quote expires, we may adjust our rates, 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), 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 invoice form is true and final; that you have read and agree to our terms of service.**
- 3.3. Note on Payment Method: HCB only uses *Hnry* 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 *Hnry*, not operated or determined by us.
- 3.4. [If we have completed service for your event] **Late payment** on your invoice will incur a 5% interest on unpaid invoice every overdue week.
 - 3.4.1. We may bill an Amended 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, we will email the booking confirmation form with event details.
 - 4.1.1. Email 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" or "bookings@homeycoffeebar.com.au".

5. Bar Open Duration (Our Service to You)

- 5.1. Our team will commence taking and creating drink orders at your booking **Bar Open** time, when your guests order at the bar/cart.
- 5.2. Five to ten minutes before your **Bar Closed & Bump Out** time, we may cease taking drink orders to finish creating already ordered drinks.
- 5.3. Our team will commence packing up at your **Bar Closed & Bump Out** time.
- 5.4. We provide every necessary item for a smooth bar service; disposable 8oz cups, lids, stirrers, sugar sachets - according to your menu package.

6. Safety of Equipment and Staff Team

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

- 6.1. If there is inaccurate or false information from your enquiry form that compromises the safety and care of our equipment, at our discretion.
- 6.2. If any abusive, threatening words or behaviours, and the like are directed towards us, that compromises the safety and care of our staff team, at our discretion.

7. Exclusive Use

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

8. Exceeding Guest Count (Freeflow Service to Event Size)

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

9. Your Event Details: Required

We physically are not able to set up at your event (may cancel service).

- 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 (standard 10amp wall sockets) for us.
- 9.3. At least a **half-hour bump-in buffer** from unloading to bar service opening.
 - 9.3.1. We cannot be held liable for any delay to your Bar Open time, due to your designated liaison being unreachable or late; or due to incorrect information (e.g. mobile number, location address, unloading instructions etc).

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

We may physically not be able to set up at your event (may cancel service) or you may be billed additional labour fees.

- 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 unfriendly.
 - 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 to resolve.
- 10.4. No further legal requirements, permits, and/or additional paperwork [from venues etc.] unless communicated to us in a timely manner.
 - 10.4.1. Please inform us of any required paperwork or sign-in procedure at least 21 days ahead of your event.
 - 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 come with frequent changes in plans. However, our service(s) require 21 days notice to adjust any initial booking details. We may not be able to meet your requested late request changes.
 - 11.1.1. **Homey Coffee Bar considers new bookings, booking detail amendments, additional requests, additional obligations, and the like as 'late requests' if within 21 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. Refund Policy (cancellations)

- 13.1. Payment settlements are 100% refundable if requested in writing **before 21 calendar days** to your event.
- 13.2. Payments are not refundable if:
 - 13.2.1. We had to refuse service due to breach of Safety of Equipment and Staff Team policy, or
 - 13.2.2. We cannot provide our service any longer due to changes in Booking Details for reasons we are not liable for (e.g. postponement of your event).
- 13.3. In the case of exceptional unforeseen circumstances where cancellation is made by HCB, you will receive any Invoice payment settlement back in full.
 - 13.3.1. We will also endeavour to notify you by text and/or email as soon as possible.

14. Changes to Terms of Service

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

15. Communication & Complaints

- 15.1. Please let us know how we can improve, you can reach us through:
 - 15.1.1. Email: *'homeycoffeebarperth@gmail.com'* or *'admin@homeycoffeebar.com.au'*
 - 15.1.2. Instagram: *@homeycoffeebarperth*
 - 15.1.3. Website: homeycoffeebar.com.au

- 15.1.4. ABN: 31 490 086 079
- 15.2. Wageline [WA] wages and work policy: (Phone) 1300 655 266
- 15.3. Office hours (in general):
 - 15.3.1. Weekdays: Tuesdays, Wednesdays, Thursdays
 - 15.3.2. Weekends and Public Holidays: Closed