



Catering Terms & Conditions and how it all works!

Whilst every effort is 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 on the day!

It is therefore **CRUCIAL** for us that you carefully read through all the terms and catering conditions and familiarize yourself 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 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!

1. Nyama General Terms & Conditions!
2. Nyama Payment Terms!
3. How It All Works! – All Different Menus and Services!
4. Nyama Standard Set-up Explained!
5. 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 nyama@nyama-spitbraai.co.za

- 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 e-mail 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 25 - 30 functions a day and therefore it is impossible, logistically to add anything last minute.
- Nyama caters for all nationalities, our chefs are all fully qualified and the race of staff that is 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 90 Minutes 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 braais 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 decant all the left over for you after serving time have ended.
- Please note that as per our payment terms, all invoices must be paid in full and cleared in our account (unless otherwise arranged) before our chefs leave our premises to go to a function.
- We will arrive about 3 or 4 hours before the agreed serving time (dependant on the type of menu), 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 ensure that your phone is always switched on for in case we need to get in touch with you.
- 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 spent due to delays.
- We serve our meats, 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 (012 347 2795 or 083 350 7306) 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 tell us there was an issue, as we would rather fix this on the day.

Please make sure that our machines will fit through all doors and gates and also 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.

- If you want us to unload/load, cook and prepare the food on paving or any sensitive floor area please supply our staff with ground cover/protection. Our equipment is serviced and checked for leaks weekly, but there can be fat spills whilst serving or when moving our equipment. We cannot be held responsible for damage caused by spills if ground cover was not provided.
- Our equipment does give off quite a bit of heat so please also ensure that there are no heat sensitive flooring or items in our designated area. We cannot be held responsible for damage if the above criteria are not met.
- 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. We do supply our chefs with sanitizer and plastic gloves for preparations but a water-point is still needed.
- From January to October our minimum catering requirements are for 35 adults and any choice of menu. During November and December Fridays 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 R160.00 per person. Mondays 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 25 and 30 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 hiccups on the day of the function.
- Please note that once you confirmed your booking with us, we will not be supplying any additional equipment in terms of JOC requirements over and above what was agreed upon in terms of our standard catering services. (For example: Gas Certificates, Gas Plans, Fire Blankets etc) You will have to make sure that the admin around this is covered by yourself and need be you will need to rent this in on your own accord.
- **JOCs** – For all and any JOC requirements, Nyama will outsource this to a Event Management Company on an outsourced consultation basis. The client will pay an additional fee charged by them for covering all aspects of the JOC requirements and at a rate determined by said company. This will be added to your invoice, for your own account!
- 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 is 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 +- 300g of meat per person. Our other meats vary of portion sizes from +- 100 to 200g and our side items work out to about 120g – 150g per person per side. These are very generous portion sizes and we never run out of food if the quoted number 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 left-overs after the function.

- **Special Dietary Requirements** – Nyama cannot cater for specific dietary requirements such as Gluten Free or any other form of dietary requirement.
- **Outsourced Catering** – If you book our service to cater for a client of your company, you will have to go through our standard catering terms and standard operating procedures to familiarize yourself with our service and procedures. If you are not on-site at the event, you will have to give us the name and cell number of the responsible person at the function that will receive us and whom we can liaise with. Please note that it is your responsibility to ensure that your client adhere to the agreed serving time of 1Hr 30 minutes. Any extended serving time must be communicated through to us prior to your event so that we can prepare for it in terms of the manner we need to serve so that everything is served fresh for all guests. We also need to add overtime fees in this case to cover our labour costs.

NONE OF OUR STAFF MEMBERS ARE ALLOWED TO HAVE ANY ALCOHOL AND SHOULD THEY BE OFFERED ANY ALCOHOL, NYAMA CANNOT 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.

Our Payment Terms

Please note that all deposits paid are non-refundable!

The Client by default agrees to the Payment Terms below.

Advanced bookings - We require a 50% deposit to secure your booking, together with the signed invoice plus the signed terms & conditions 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.

Please note that as per our payment terms, all invoices must be paid in full and cleared in our account (unless otherwise arranged) before our chefs leave our premises to go to a function.

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.
- Please note that Nyama will not be responsible to do follow-ups with your accounts department for outstanding payments due, the client or person that arranged the function with us will be held responsible to ensure that payments are followed-up with their accounts so that our payment is received on time before the event.

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 (number 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 default 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.

Cancellations

Our Cancellation Policy is as follow:

All cancellations must be received via email. Date and time acknowledgment is the client's responsibility. Please call to be sure that your email was received.

Cancelation 20 or more days before your event:

We should be able to get another booking in your place:

We will retain 15% of your payment as a cancelation and admin fee. Alternatively, **you can postpone** your event to a different available date without a penalty. Please note that once you have a new date your invoice will be amended as per our current prices displayed on our website. You will still forfeit the 15% if you wish to cancel after postponing.

Cancelation 10 or more days before your event:

It is unlikely that we will get another booking in your place:

We will keep your deposit as a cancelation fee. If you have paid in full, we will refund 50% of your payment. Alternatively, **you can postpone** your event to a different available date without a penalty. Please note that once you have a new date your invoice will be amended as per our current prices displayed on our website. You will still forfeit your deposit if you wish to cancel after postponing.

Cancellation less than 10 days before the event:

We will not get another booking in your place:

We will keep your deposit as our orders for your function will already have been placed and/or delivered. If you have paid in full, we will deliver the produce purchased for your event to you on the day that your event was scheduled. **You cannot postpone** an event 10 days or less before the date, the cancellation terms apply as our orders for your function will already have been placed and/or delivered. If you have paid in full, we will deliver the produce purchased for your event to you on the day that your event was scheduled.

Postponement and cancellation work on the same policy.

You cannot use a forfeited deposit towards a later date or another event. If cancelled indefinitely you will forfeit all moneys paid towards your booking entirely.

Additional Policies

Nyama Catering will not be responsible for any food item or beverage taken off premises to be consumed at a later time after the event. We ensure that there is enough food as per your signed menu and number 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.

2nd and 3rd party billing are 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. Please note: Nyama Catering does not offer a PLATED MEAL Service; we only do buffet style catering!

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 Number of guests up to 7 Workdays before the function.

The deposit books your date & the balance must be paid before, please note that as per our payment terms, all invoices must be paid in full and cleared in our account (unless otherwise arranged) before our chefs leave our premises to go to a function.

How it all works - Spitbraai - *The Big Day!*

Our chefs will arrive approximately 3 - 4 Hr's prior to serving time depending on the type of menu, 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 key card 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 two short flight of stairs.

Please note that we will serve the meat & potatoes directly from the Spitbraai 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 braaiing.

After all the guests had seconds or thirds our chefs will start clearing up the dirty plates from the tables, and we will start decanting 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 look neat and professional. (Check out our picture gallery on the website)

Please note that we don't allow our chefs to clear away any empty alcoholic bottles in and around the venue for it can be easily misperceived thinking that they are consuming alcohol whilst on duty.

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

How it all works – Continued

Corporate Buffets & Potjies

Our chefs will arrive approximately 2 and a half to 4 Hr's prior to serving time depending on the menu and size of the function, 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 key card 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 two 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 Potjies menu will be prepared at your venue unless otherwise arranged, it will be served from our black pots and the side dishes, from the buffet table that we have set-up.

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 decanting 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 look 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

Our chefs will arrive approximately 3 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 key card 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 two 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.

Please note the following for steak braai:

We braai all steaks medium to rare, a guest can always ask our chef to put their steak back on the grill to braai for a little while longer if they feel it is a bit underdone. This being said we will not be able to cook each and every steak this way, we still do buffet catering. We will start braaiing a batch of steaks a few minutes before serving time to accommodate the first guests and carry-on braaiing batches until the last person is served.

Please note that we still need to serve from a chaffing dish, from the table, to keep it warm and it then gets cooked more, whilst being kept inside the chaffing dish! It is therefore CRUCIAL!!! that we serve on the agreed serving time and that there are no delays!!!

Please note that if guests are late, we can't guarantee that the meat won't be overdone and if this is the case, we will not take any responsibility if it is not to their specific taste.

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 look 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

- 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 Number of guests up to 7 Workdays before the function.
- 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.

We arrive between 8 -16 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 10 x 10m 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 Ox braai 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 Ox braai should have a roof clearance of at least 4m high.

Please note that our vehicles can't 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 decant 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 7 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 its 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 spit braais.

Please note that we only use our Ox braai 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 R7.00 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.

Cancellation & Additional Policies! Ox braai

All cancellations must be received via email. Date and time acknowledgment is the client's responsibility. Please call to be sure that your email was received.

Cancelation 20 or more days before your event:

We should be able to get another booking in your place:

We will retain 15% of your payment as a cancelation and admin fee. Alternatively, **you can postpone** your event to a different available date without a penalty. Please note that once you have a new date your invoice will be amended as per our current prices displayed on our website. You will still forfeit the 15% if you wish to cancel after postponing.

Cancelation 10 or more days before your event:

It is unlikely that we will get another booking in your place:

We will keep your deposit as a cancelation fee. If you have paid in full, we will refund 50% of your payment. Alternatively, **you can postpone** your event to a different available date without a penalty. Please note that once you have a new date your invoice will be amended as per our current prices displayed on our website. You will still forfeit your deposit if you wish to cancel after postponing.

Cancelation less than 10 days before the event:

We will not get another booking in your place:

We will keep your deposit as our orders for your function will already have been placed and/or delivered. If you have paid in full, we will deliver the produce purchased for your event to you on the day that your event was scheduled. **You cannot postpone** an event 10 days or less before the date, the cancelation terms apply as our orders for your function will already have been placed and/or delivered. If you have paid in full, we will deliver the produce purchased for your event to you on the day that your event was scheduled.

Postponement and cancellation work 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 number 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. 2nd and 3rd party billing are 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 is permitted and as such no hand written amendments to this document are legally binding.

Nyama OX-Braai Sizes
Size & Dimensions

Ox Braai on Trailer Height @ 3.0m
Trailer Width @ 2.5m
Trailer Length @ 6.0m
Vehicle Length @ 5.0m

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 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 30 minutes 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 decant all the left over food 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 – 90 Minutes Main Course & 30 Min 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? Important!!!

Black Table-cloths with red overlays - For hot dishes - Stainless Bain Mare's
For Salads - Stainless Salad Bowls - Serving Spoons – Stainless Steel - Other serving dishes - Stainless Steel - Plates - White China (We rent it in from a supplier - all looks exactly the same) Cutlery - Standard Catering Stainless Steel
- 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:

Invoice 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 once booked with Nyama by means of a Deposit Payment, I automatically accept all of its content as laid out in this document.

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