

Cancellation Policy

Please review our cancellation policy before placing your order with us.

We understand that certain situations are out of your control. In short, the only option for you may be to cancel your event and catering services with us.

Therefore, we have created a tiered Cancellation Policy, which is part of our Terms & Conditions of sale.

We base this policy upon the notice period given. Most importantly, the more notice is given the better the cancellation result.

These tiers reflect the costs involved. Specifically, the possibility of filling the time slot, the cost of food we prepare and the administration costs involved. Below is a list of notification timeframes and the corresponding cancellation policy.

To clarify, we are basing our cancellation time frame examples on the following order collection or delivery slot:

Commencing policy date	
Time: 9:27AM	Date: 15/1/2021

Cancellation Notice Period, Example & Result

	14 Days	7 Days	24 Hours
Example	Notification of cancellation of services before your booking date	Notification of cancellation of services before your booking date	Notification of cancellation of services before your booking date
Result	Will retain a 20% Booking fee. We offer all other payments as refund	Will retain a 20% Booking fee. We offer all other payments as credit in voucher	We retain all Payments

Cancellation Notice

To conclude, these are strict rules for cancelling our catering services. These overrule any other communication regarding the cancellation. Therefore, it is of vital importance that you read and understand them before using our services. Other factors that will be taken into account are as follows:

Adverse Weather

- We will do what we can to reschedule when extreme weather gives cause to cancel your event. However, we cannot guarantee availability for the rearranged date and time.

Coronavirus COVID-19

Rescheduling

- We as a family business will do our very best to reschedule your event when Coronavirus gives cause to cancel your event. However, we cannot guarantee availability for the rearranged date and time.

Cancelation of event

- We will do what we can to resolve a viable refund as a business we will outline the amount sufficient that has incurred in losses that directly result from your cancellation **(e.g costs already incurred though ordering of produce/equipment or loss of profit due to booking your date)** Due to Coronavirus which gives cause to cancel your event.

Please refer to [Consumer Law on Cancelling Goods & Services](#) for further guidance.