



Delhi Caterers Terms of Service

The terms and conditions outlined in the agreement below apply to all clients of Delhi Caterers. Between Delhi Caterers and the service user (customer), the following agreement serves as a legally binding contract.

Terms of Quotation

The price listed on the quotation or invoice shall be the price for the services. Following the date of transmission to the client, the quotation is only good for a week. Please reach out to our office or contact us on call, if you need a date extension. Any such offer may be rejected by Delhi Caterers at its discretion. Depending on the availability of the event date, the expected attendance, and the event venue, we retain the right to reject your proposal and not offer a quotation in response to your request. Upon changes to events, the company maintains the right to modify catering quotes. Anything that needs to be changed, such as the food, the amount of attendees, etc., must be done at least seven days before the event.

Booking Confirmation

By confirming, the client agrees to the quotation and these terms and conditions. After receiving the client's money, Delhi Caterers will issue a receipt and a formal confirmation invoice that includes your personalised menu, an overview of the event, and anticipated prices based on the number of attendees and selections the client has made at this stage.

Payments Terms

25% of the total estimated amount will have to be paid by the client or customer at the time of booking an order. The remaining 25% of the balance is required 15 days before the event and rest amount within 7 days of event completion.

1. **Cost:-** Menu prices are prone to vary due to the variable cost of food goods. When a significant increase or decrease in the price of a menu ingredient happens, the client has two choices.
 - a. The client will cover the additional expense using the most recent pricing adjustment, or
 - b. To keep the agreed-upon per person/platter menu, substitute additional menu items.
2. **Payment method:-** All listed costs are for payments in cash or Online/UPI/Bank Transfer only. Personal checks that can be cashed are accepted. Payments made by

check are subject to approval, but because of bank clerical clearance, all checks are accepted seven working days before the event.

Menu to Be Served

If ingredients cannot be found for reasons beyond the control of parties, caterers maintain the right to make minor alterations to the menu.

Guest Count

Every event we do is planned, bought, and prepared separately, which is essential to our catering. However, this does imply that we must have extremely rigorous rules around numbers.

1. Every price is given for a certain number of guests. Our overhead does not decrease proportionately when our customer count declines, hence our menu prices rise.
2. If we expand the guest list three days before an event, we need confirmation of the numbers to be catered.
3. If there are more visitors than were anticipated (and we can accommodate them), we will bill for the extra people.
4. Even if fewer guests show up than were scheduled, you will still be charged for the full number of orders you placed.

Additional Services

Client consents to pay for any extra services they desire that aren't included by the contract. The client must request any additional services in writing.

Force Majeure

If riots, strikes, floods, or any other act occurrence beyond the reasonable control of the caterer that it could not prevent prevents the caterer from performing in whole or in part, the caterer shall not be liable for losses resulting from nonfulfillment of any terms or provisions of the event contract.

Change of Event Date or Venue

Depending on the caterer's availability, the client's remaining deposits and prepayments will be applied in full to another event. The prices are all erratic.

Storage

Any storage service before or after the event/function must receive prior consent from the caterer.

Prices

According to the market pricing of the products and the final assured number of guests, the prices listed are subject to change. At least 30 days before the event, caterers must notify customers of any changes in market prices. Before making a purchase and paying according to the payment conditions, customers can make changes to items and services to lower their expenses. The final pricing is set once payment has been received and can only be altered if the number of guests or the services and/or menu are modified in a way that both parties agree upon.

Cancellation

Clients are required to give written notice to the caterer if they need to postpone or cancel an event for any reason, including client, venue, or acts of God. Client is aware that by signing the contract, the caterer is devoting time and resources to this event, and that cancellation would result in a loss of earnings and business prospects that is difficult to quantify. Consequently, the following cancellation restrictions will be in effect. If a client asks to cancel the agreement, the caterer will charge them the full amount according to how many days are left before the event. The caterer is entitled to 100% of the expected total cost if the client cancels the event three days before the scheduled date. The deposit paid by the client will be applied to the cancellation fees due. Any outstanding debt is due upon cancellation notice.

Food Policy

1. **Quantity:-** Based on the final number of guests registered by the client, the caterer will prepare up to 5% more food than necessary. Included in this excess is food for the employees and/or service suppliers. Customers won't be billed for this.
2. **Leftovers:-** We don't leave leftover meals since it never tastes the same the next day. However, you must contact the event manager in charge at the venue if you want to keep the food. Once the wait crew has been fed, they will move any leftovers to your own dishes. Any leftover food may be thrown away at Delhi Caterers' discretion. We are not liable for any damages if you (the client) or any of your visitors ask to take any of the unfinished food.
3. In addition to the meals prepared by Delhi Caterers' caterers, we accept no responsibility for any food given to the customer by a different caterer (or food goods supplied by the client themselves).
4. **Dietary requirements and allergies:-** For any guests with unique dietary needs or allergies, Delhi Caterers will work hard to provide appropriate menu changes. We cannot, however, assume liability for any visitors unless we are given prior notice. E) Alcoholic drinks: Delhi Caterers would never provide any kind of alcoholic drinks for an occasion.

Client's Responsibility

Any products brought to the event by the client are not the responsibility of the caterer. (For example, a table, a chair, a display of food, flowers, a cake, gifts, glassware, etc.) The caterer is only accountable for the things that are specifically specified on the invoice as being supplied by the caterer. It is agreed that the customer will organise the event and perform it in accordance with all applicable laws, ordinances, and facility contract requirements.

Damage

The caterer disclaims all liability for any loss or damage to goods, alcohol, tools, furniture, clothing, or other valuables before, during, or after the event. The caterer will make every effort to keep all of the client's rentals, supplies, and equipment well-maintained, damage-free, and in good functioning order. The client is aware that accidents, breakage, and/or damage can occasionally happen when supplying the venue for the event or function. Unless explicitly caused by the wilfully negligent actions or conduct of the caterer or its personnel, the caterer will not be held responsible for any damage or loss.

Unlawful Activities

The client agrees to abide by all local, state, and federal laws as well as all legitimate orders issued by the police and fire departments while on the grounds of the event or function. The client also agrees not to do anything on the grounds of the event or function that would violate any of these regulations. There will be no return of any kind from the caterer to the client if there are any illegal activities on the property and the event must be cancelled.

We appreciate your interest in Delhi Caterers. Serving you is always a pleasure for us. -
Contacting us is always welcome if you have any questions.

Signature of client

Authorised signatory