



Koolini Catering Service Terms and Conditions

1. A 50% deposit based on estimated food and beverage is required at time of booking. This deposit is not refundable unless management rebooks event within 12 months. A cancellation fee of \$100 + HST is applicable. Subsequent to that, 100% of the estimated food and beverage bill is required ten (10) days prior to the event. Cash, cheque or debit card is accepted. Full payment is due ten (10) days prior to the event unless other arrangements have been made. A preliminary invoice will be provided outlining the details of the charges. A final invoice will be issued shortly after the event. Any remaining monies owing will be due within seven (7) days.
2. The customer must provide guaranteed number of guests at least seven (7) days prior to the date of the event. No refund will be given if less than the guaranteed number of guests attend.
3. A minimum setup fee of \$150.00 will apply to all food or beverage events that do not reach net amounts of \$650.00. Additional fees may apply for multiple bar setups and butler passing.
4. Five (5) days notice is required for substitution or change of any menu item (i.e. fish or meat) and all changes will be subject to the availability of the items to be substituted. No substitutions will be accepted within five (5) days immediately prior to the date of the event.
5. All food and beverage prices quoted are subject to prevailing taxes and a minimum 18% service charge. A minimum of 20% service charge will apply on whole manor and exclusive events and holidays, not including New Year's Eve. Food and beverage prices are subject to change and will only be guaranteed once the booking is confirmed by a deposit.
6. The customer is responsible for the conduct of all guests and agrees to pay for any damage(s) to the premises or for the injury to any person caused by the conduct of any guest or host.
7. No outside food or beverage products are allowed on the premises unless supplied by the caterer. Upon approval from the caterer only, a waiver will need to be signed if outside foods, such as cake, are on the premises.
8. In the event of any guest or guests of the customer, or any person claiming through or in the place of any such guest commences any action of any nature or kind as against Koolini Catering Service or its officers, employees, servants and agents, the customer does hereby agree to indemnify Koolini Catering Service from any and all claims, causes of action, debts and demands including any party and party costs and solicitor and client costs which may be paid or be payable as a result of such claims, action or actions.
9. Interest will be charged on unpaid accounts at the rate of two per cent (2%) per month compounded monthly. Interest will be applied from the day the account exceeds its terms of payment.
10. In the event it becomes necessary to engage a solicitor or collection agency to collect any overdue accounts, the customer agrees to pay all fees and disbursements of the solicitor or agency on a scale as between the solicitor or agency and his own client.
11. A non-refundable deposit of \$100.00 is required on the first meeting, which will be applied to the customer's account upon completion. In the event of a date change, this amount will be forwarded to the rebooking. If there is a cancellation and the event is not rebooked within one year, this amount is non-refundable or transferable.
12. Additional fees may apply for extra setup, linen, labour requirements, decorating setup and take-down.