

Terms and Conditions of Service

1. Agreement to Terms

By booking a service with [Your Company Name] ("the Company," "we," "us," "our"), the client ("you," "your") agrees to be bound by the following Terms and Conditions. These terms form a legally binding agreement between you and the Company.

2. Services Provided

The Company agrees to provide a private chef service for the agreed-upon number of guests at the specified location, date, and time. The service includes menu planning, ingredient sourcing, food preparation, cooking, and basic kitchen cleanup by the chef. The final menu is subject to ingredient availability and will be confirmed with the client prior to the event.

3. Client Responsibilities

You, the client, are responsible for:

- Providing a safe, clean, and suitable workspace for the chef, including adequate ventilation, lighting, and functional cooking appliances (oven, stove, refrigeration).
- Providing all crockery, cutlery, glassware, and serving platters for the meal, unless a separate crockery hire agreement has been made with the Company in writing prior to the event.
- Providing all beverages for the event.
- Ensuring all relevant health and safety standards are met within your premises.
- Informing the Company of any known food allergies, dietary restrictions, or aversions for all guests in writing at least 72 hours prior to the event.

4. Payment Structure

- A **non-refundable deposit of 70%** of the total quoted fee is required to confirm and secure your booking.
- The **remaining balance of 30%** is due no later than 24 hours before the scheduled event start time.
- You are welcome to settle the full payment in advance.
- Bookings are only confirmed once the deposit is received and cleared.

5. Cancellation & Rescheduling Policy

- You may cancel your booking free of charge and receive a full refund of your deposit **up to 72 hours (3 days)** before the scheduled event start time.
- For cancellations made **within 72 hours (3 days)** of the event, the **70% deposit becomes non-refundable**.
- In the event of a cancellation by you **within 24 hours** of the event, the **full payment (100%)** will be due as a cancellation fee, as the chef and the Company will have committed time and purchased perishable goods specifically for your event.
- The Company reserves the right to cancel a booking due to unforeseen circumstances (e.g., chef illness, extreme weather). In such an event, a full refund will be issued, or the event will be rescheduled at your convenience.

6. Indemnity and Limitation of Liability

- The Company and its chefs shall not be held liable for any damage, loss, theft, or injury that occurs at the event venue that is not a direct result of gross negligence or wilful misconduct by the Company or its employees/contractors.
- You agree to indemnify and hold harmless the Company, its chefs, and its agents from any and all claims, damages, and expenses arising from incidents not caused by the Chef during the service period.
- The Company will only accept liability for damages to property or persons that are proven to be directly caused by the Chef during the service period. Any claim for such damages must be reported to the Company in writing within 24 hours of the event conclusion and must be supported by photographic or other conclusive evidence.

7. Chef's Right to Leave

The Chef reserves the right to leave the premises without completing the service if the working environment is deemed unsafe, unsanitary, or hostile. In such an event, no refund will be provided.

8. Conduct and Defamation

The Company is committed to providing a professional and high-quality service. You agree not to make false, defamatory, or malicious statements, whether in writing, online, or in any other public forum, that could harm the reputation of the Company, its chefs, or its brand. The Company reserves the right to pursue legal action for any defamatory statements that cause reputational or financial damage.

9. Force Majeure

The Company shall not be liable for any failure or delay in performing its obligations due to events beyond its reasonable control, including but not limited to acts of God, war, terrorism, riots, embargoes, acts of civil or military authorities, fire, floods, accidents, pandemics, or shortages of transportation facilities, fuel, energy, labour, or materials.

10. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of the Republic of South Africa.
