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MALLORCA CATERING



Terms & conditions (1)

We always endeavour to make your day a very special experience and can assure you of a professional service & memorable celebration, our 22 year reputation speaks for itself.

We are aware that in this day and age that there are an increasing number of people who have allergic reactions to different types of food groups and it is imperative that we are made aware of any such guests and their allergens at least 21 days prior to your celebration taking place so that we can provide alternative dishes for them if necessary, and so that we can clearly mark the dish that can cause an allergic reaction. As always, we will work to provide the best service to you and your guests.

We cannot accept any responsibility for any adverse weather conditions. In such cases where it is necessary to set up tents, covers and/or shading, we will ask for your written permission and the cost for this will be charged separately.

Force majeure in the case of an extraordinary event or circumstance beyond our control, such as a war, civil strike, riot, crime, epidemic or an event described by the legal term act of God, that prevents us from fulfilling our obligations under the agreement will mean suspension of our obligation for the duration of the force majeure. The celebration can be rescheduled under the exact same terms and conditions at a date to be agreed by both parties.

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Terms & conditions (2)

Our costs are based upon a suitable electric supply and running water being available. Where a suitable power or water is not available, the cost for this will be charged separately.

The quotation includes: The transport of the food and non-food items to the venue, chef fees, serving or waiting staff fees, cleaning & leaving the premises as we find them upon arrival, removal & responsible recycling of all rubbish produced by Mallorca Catering.

The quotation is subject to local taxes (IVA): 10% IVA (local tax). Any rentals & decorations such as flowers, lighting and entertainment are not included in the quotation unless otherwise expressly stated.

Payment conditions: To confirm the reservation for the date(s) requested we require a non-refundable deposit based upon 50% of the quotation. Detailed confirmation of the event will then be promptly emailed to you.

The event date(s) are non-transferable unless agreed in writing by Mallorca catering. The final payment of 50% must be received 21 days before the event starts. Confirmation on of the final numbers of guests must also be received 21 days before the event. In the event that the numbers of guests attending is less than the number in the original quotation, we reserve the right to charge a supplement to cover any short fall.

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Terms & conditions (3)

Payments by bank transfer will need to include the name of the person confirming the booking, together with the date of the event.

We do not permit the serving of any third-party food(s) or drinks during the event unless otherwise agreed in writing.

Table set up if applicable: includes either round, oblong or bistro tables including chairs with optional white covers, white table cloths and napkins, white crockery, glassware and high quality cutlery.

Canapés are usually served by waiters / waitresses and we calculate at least 2 pieces of each type of canapé per guest.

Depending upon the service required, we will calculate the number of waiters / waitress required. All staff will be dressed appropriately for the type of event that you are booking.

Unless otherwise agreed in writing, our normal time schedule included in this quote is (where applicable); 1 hour for the canapé reception, 3 hours for a 3-course dinner to include speeches and 3.5 hours of open bar service following the dinner. The quotation is based upon continuous service without interruptions. Should you require a longer time period for any part of your event then please arrange this at the time of booking. Any additional extra time may result in an additional charge to cover extra staffing costs.

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Terms & conditions (4)

We use photographs taken at our events for the purpose of marketing our business. It is very important to us as most of our enquires come via the internet. These photographs are normally to show the setup but occasional they can include you and/or some of your guests, Please kindly let us know prior to your celebration if you do not want us to use any photographs that may include you or your invitees.

Equipment is normally delivered the day before the Celebration and removal of the equipment from the venue the next working day starting at 10am. In the event that you require same day removal, then this must be agreed in writing at the time of booking. An additional charge may be incurred for any service outside of the agreed time.

01/01/2020