



TERMS OF SERVICE

MINIMUM ORDER

Each delivery should be valued at a minimum of AED 350. For clients in Abu Dhabi, each delivery should be valued at a minimum of AED 5,000. Hot Buffet and Bowl & Fork orders require a minimum order of 20 guests. Canapé orders require a minimum order of 10 guests.

DELIVERY FEE

A fee of AED 100 is added to any delivery valued at less than AED 1,000, and any deliveries after 6PM. A delivery fee of AED 500 is added to any delivery to Abu Dhabi.

ORDERING DEADLINES

In order to guarantee our highest level of service, we do recommend booking with us at least a week in advance. If you're hosting a large event, we do recommend booking with several weeks' notice in order to guarantee availability. To confirm your order, all details, including final menu, guest numbers, delivery times, method of payment, etc. should be finalised by the below deadlines.

We cannot guarantee any changes will be possible after these timings. All orders are subject to change and availability. While we try to be as flexible as possible with ordering time frames, preferred flavour choices may not be available for last minute orders.

CANAPÉ / BBQ MENUS

Sunday – Tuesday Orders: 12pm the Thursday before delivery

Wednesday – Friday Orders: 10am 3 days before delivery

Saturday Orders: 12pm 4 days before delivery

GOURMET PLATTER / HOT BUFFET / AFTERNOON TEA / BOWL & FORK MENUS

Sunday – Monday Orders: 12pm the Thursday before delivery

Tuesday – Friday Orders: 10am 2 days before delivery

Saturday Orders: 12pm 3 days before delivery

BREAKFAST & LUNCH / BEVERAGE MENUS

Monday – Friday Orders: 10am the day before delivery

Saturday – Sunday Orders: 12pm the Thursday before delivery

CANCELLATION DEADLINES

Cancellations after the ordering deadlines indicated above incur a charge of 50% of the total bill. Cancellation after 6PM the working day (Sunday-Thursday) before the day of the order and later incurs a charge of 100% of the total bill.



STAFFING & EQUIPMENT

All equipment and staffing are subject to availability at time of booking and are only hired in conjunction with a catering order. Breakages and damage to the equipment will be charged for at market cost and invoiced after the event. Staff are not allowed off the premises for the duration of the event, and are hired for the specific job functions only.

Staff are charged from arrival time to departure time, including the duration of all setup and pack-up, to be determined at the discretion of the catering team. If staff are needed for longer than the pre-arranged time, the coordinating team member should be informed by the client immediately in order to guarantee that staff are not booked for later events.

Additional staffing fees will then be invoiced after the event.

PAYMENT TERMS

All cheques can be made payable to "Appetite Catering Services LLC".

New Corporate Clients

Total bill should be paid in full in advance. If confirmed one or more days before the confirmation deadline, a driver can be sent to collect cash or cheque payment, or the client can pay via online credit card portal. If confirmed less than one day before the deadline, client should pay via online credit card portal. Clients issuing an LPO (to pay via bank transfer) should have the LPO ready before confirmation deadline, and should pay within 30 days of the actual catering. If LPO is not ready by deadline, client should pay via online credit card authorization form.

Current Corporate Clients

Orders Valued under AED 5,000 with no Wait Staff or Equipment Hire

Total bill may be paid in advance or on day of the actual catering via cash, cheque, or online credit card portal. If client wishes to pay one or more days before the confirmation deadline, a driver can be sent to collect cash or cheque payment, or the client can pay via online credit card portal. Clients issuing an LPO (to pay via bank transfer) should issue it upon confirmation of the catering or earlier. If an LPO cannot be issued by the confirmation deadline, the confirmed quote should be signed and stamped by this time. The LPO can then be issued at a later time. Payment should be made within 45 days of the actual catering.

Orders Valued AED 5,000+ and/or with Wait Staff or Equipment Hire

Total bill should be paid in full in advance. If confirmed one or more days before the confirmation deadline, a driver can be sent to collect cash or cheque payment, or the client can pay via online credit card portal. If confirmed less than one day before the deadline, client should pay via online credit card portal. Clients issuing an LPO (to pay via bank transfer) should issue it upon confirmation of the catering or earlier. If an LPO cannot be issued by the confirmation deadline, the confirmed quote should be signed and stamped by this time. The LPO can then be issued at a later time. Payment should be made within 45 days of the actual catering.

Private Clients

Total bill should be paid in full in advance. If confirmed one or more days before the confirmation deadline, a driver can be sent to collect cash or cheque payment, or the client can pay via online credit card portal. If confirmed less than one day before the deadline, client should pay via online credit card portal.