

TERMS OF SERVICE



MINIMUM ORDER

- ♦ each delivery should be valued at a minimum of AED 350 and 8 people. 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. canape 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.

CANAPE / 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.

TERMS OF SERVICE



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 late

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 under AED 5,000 with no 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.

SETUP & SERVICE

- ♦ your menu is not the only thing you're able to fully customise with us. we have service solutions that are a perfect fit for office meetings, cocktail parties, and large events.

DISPOSABLE DROPOFF

- ♦ looking for a no-frills catering option? we're happy to help. food is delivered complimentary in disposable boxes and bowls for you to serve as-is or on your own platters. beverages are sent in individual bottles, and coffee is sent in thermos flasks which we can collect when convenient disposable tableware is also given.

RUSTIC WOODEN BOARD SETUP - AED 250

- ♦ one of our catering staff will set up food onsite so that it is beautifully garnished and presented on our rustic wooden boards. this service is a lovely extra touch that is sure to impress your guests. complimentary disposable tableware is also provided. for more formal occasions, proper crockery, cutlery and glassware can be hired.

FULL EVENT CATERING SERVICES

- ♦ when you're looking to impress, our catering team is here to deliver. from pass-around canapes and drinks for your garden party to pop-up delis and more, we can customise our services to fit your event.

please contact our team for pricing.

EQUIPMENT

- ♦ **formal tableware**
 - crockery and cutlery for food - **AED 15 per person**
 - crockery for hot beverages - **AED 10 per person**
 - glassware - **AED 5 per person per type of glass**
- ♦ **tables**
 - skinny buffet table with stretch cover - **AED 40**
 - buffet table with stretch cover - **AED 50**
 - round cocktail table with stretch cover - **AED 100**
 - large wooden bar - **AED 500**
- ♦ **ice**
 - small cooler with 50 servings of ice - **AED 25**
 - large cooler with 200 servings of ice - **AED 100**

STAFFING

- ♦ all prices are per hour per staff member. staff are hired at a minimum four hour rate (generally two hours of service, and one hour each of setup and pack-up). our catering team will advise on staffing requirements for each event.
- ♦ **daytime hours (7am - 12am)**
 - head chef / bartender - **AED 150**
 - catering supervisor - **AED 110**
 - junior chef / pass-around wait staff - **AED 100**
 - chef's assistant / buffet attendant - **AED 100**
 - catering steward - **AED 80**
- ♦ **late-night hours (12am - 7am)**
 - head chef / bartender - **AED 250 / 180**
- ♦ **catering supervisor / junior chef / chef's assistant**
 - pass-around wait staff / buffet attendant - **AED 120**
 - catering steward - **AED 95**

TERMS OF USE

- ♦ 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.

all pricing is inclusive of service charge and municipality taxes.