

TERMS AND CONDITIONS

THIS FORM IS **REQUIRED** FOR RESERVATION. SIGN AND DATE THIS FORM THEN FILL OUT AND SIGN THE **CATERING JOB ORDER FORM**. RETURN BOTH FORMS **IMMEDIATELY** TO *Ma. Lina CATERING* OR SEND BACK TO FAX (032)261-8877

HEAD COUNT: *Ma. Lina CATERING* is responsible for serving only up to the reserved number of guests. Any extra guests may still be attended to, but only as a good-will gesture by the caterer, and only up to the physical limitation of the food service personnel. Customer is responsible for supplying items such as extra plates, extra utensils and food for guest well above the reserved amount of heads.

SERVICE LIMITATION: The catering service is only applicable for 3 hours. Customer is responsible for compensating for catering personnel's time if extended beyond 3 hours (we recommend, but not limit to, a compensation of ₱50 per waiter/driver per hour). Preparation/cleanliness of venues other than those held in *Ma. Lina CATERING* building is the responsibility of the customer. Putting up decoration not provided by *Ma. Lina CATERING* is also the responsibility of the customer. *Ma. Lina CATERING* is not responsible for the customer's program of activities.

SERVER MEALS: Extra food has been provided to accommodate the food service personnel. Food service personnel will have their meals after guests have been served.

DELIVERY: Customer has the responsibility of making sure that sketches to their venues are precise and accurate. *Ma. Lina CATERING* is not responsible for delayed deliveries due to vague or ambiguous customer maps, closed roads/detours, and situations uncontrollable by *Ma. Lina CATERING* such as natural/man-made disasters/calamity, and public disturbances.

DISPOSITION OF LEFTOVERS: Customer has the option of keeping any extra food remaining after the initial cater service is over. Customer is responsible for providing own food storage containers. *Ma. Lina CATERING* is no longer responsible for leftovers after the initial 3-hour service nor any consequences due to its later consumption. All non-food support items brought in by the caterer such as paper tissues, floral arrangements, disposable plates/cups/ utensils, denatured alcohol, and drinking straws remain the property of *Ma. Lina CATERING*. Customer does not have the right of claiming such items.

EQUIPMENT INVENTORY: Customer has the right to inventory the equipment brought in by *Ma. Lina CATERING*. While in the premises of the cater venue, customer has the right to search through the caterer's equipment and waiters' personal items. Customer forfeits this right after the caterer has departed.

BREAKAGE/LOSS OF EQUIPMENT: Customer will be charged for loss or damage of the caterer's equipment not due to handling by the food service personnel.

MENU SUBMISSION AND CHANGES: Customer must submit menus or menu changes by 6PM of 2 days before the actual catering date. *Ma. Lina CATERING* reserves the right to make menu selections and/or change menu items chosen by Customer, based on local availability of ingredients.

SCHEDULE CHANGES AND CONFIRMATION: Changes in cater date or time of meal is subject to availability by *Ma. Lina CATERING*. *Ma. Lina CATERING* reserves the right to cancel the reservation if such schedule change cannot be accommodated. Customer must call to confirm reservation in the morning of their cater date.

CANCELLATION AND REFUND: Customer may withdraw a reservation and be refunded any applicable deposit in full up to one day before the catering date without incurring any obligation. Customer must make all efforts to communicate with the caterer to make this intention known, either by phone, or personal visit. Customer forfeits the refund if withdrawn **on the day** of the catering reservation to compensate for work already done on their reservation.

INCIDENTAL COSTS: Customer agrees to shoulder any additional costs incurred such as the *Delivery Fee* for venues beyond Mandaue, Talisay, and Cebu (up to Cebu Plaza/Plaza Housing in the West, and up to Pit-os/Villa del Rio I only in the North) areas, plus *Porterage Fee* of ₱500 for venues not easily accessible by commercial vehicle or venues beyond the third floor of buildings where caterer has no access to mechanical lifting devices such as elevators and escalators, plus applicable village toll charges or resort/venue entrance fees and corkages.

COLLECTION: Customer must pay *Ma. Lina CATERING* any remaining balance due, to include all applicable additional charges, **on or before the day** of catering service. *Ma. Lina CATERING* will charge collection and/or litigation fees plus 0.08% interest commulative daily for unpaid balances and/or returned checks.

I have read, I understand, and signify my conformity to all items in the above terms and conditions by affixing my signature and date below.

X

Signature of Customer

Date Signed