

EN TERMS AND CONDITIONS

EN in-house fine dining wants your event to be a success and the best way to achieve this is to formulate a strong, honest and open relationship with you, where communication is clear and expectations from both sides are understood from the onset.

Privacy:

Most importantly, we will not sell, trade, give, etc., the statistics that we collect without your express permission. The data that we collect is not mined and/or used for marketing purpose in any way (without the express permission of the user)

Booking Terms:

EN in-house fine dining requires a booking confirmation three full days prior to the Date of Event.

Payment Terms:

The payment by any person of any fees and charges for such services shall be deemed to be an acknowledgement and acceptance by such person of these conditions.

Full payment of all known costs is payable three full days prior to the date of the Event.

Cancellation:

In the instance that you need to cancel you event, the following conditions will apply:

- All cancellations must be made by telephone or e-mail. Following, a cancelation conformation will be given verbally or via e-mail.
- If the client shall cancel two days prior to the Event Date specified, then the Client will be liable to Pay 50% of the Total Cost.
- If the client shall cancel the Event one day prior or on the day of the Event specified, then the client shall remain liable to pay 100% of the Total Costs.
- If the client is unable to attend an Event due to circumstance beyond control (airport delays, and transportation from the airport), and in such case the Event is cancelled, EN in-house fine dining will return the full balance of the Event and when possible, move the clients booking to a later date.

Redeeming payment due to local transportation delays on the same day of the Event will be decided by EN in-house fine dining at the time of cancellation. EN in-house fine dining will not redeem payment on a per-person cancellation basis. All payments are classified as a per-event cost to the client. Where circumstances beyond EN in-house fine dining's control prevent us from fulfilling any obligations, EN in-house fine dining will, by e-mail or telephone, terminate the contract and return to the client any payments received.

Liability:

EN in-house fine dining confirms that they have and will maintain sufficient Public Liability Insurance for events of the nature of the booking. A copy of the certificate is available upon request. EN in-house fine dining follows strict Food Safety guidelines for all production, handling, storage and distribution and dealing with our clients and their guests. Our policy, based on these guidelines, restricts the service of foodstuffs to a maximum

of two hours after being removed from refrigeration. EN in-house fine dining advise that all food must be consumed within two hours of initial serving, therefore any food consumed after two hours or more of it first being served is at the clients discretion and therefore becomes their responsibility.

Cleaning:

General cleaning of the area in use is included in the cost of the function.

Guarantee Numbers:

A final guest count is required upon booking or three business days prior to the Date for Events. The guaranteed number is the minimum number of guests for which you will be charged. Should you need to increase you guaranteed, we will make every effort to accommodate you. If no guarantee is received at the appropriate time, EN in-house fine dining will assume the original number given to be correct, and food preparation and service charges will be made accordingly.

Groups of 3 and under will incur a 30% per-person surcharge to the minimum of two people.

(Rule applies to the number of adult menus ordered) ex: 4 adult menus ordered will not incur a surcharge.

Menu Selection:

Please choose one menu per group at the time of booking.

Service times:

The chef will arrive 30 minutes before breakfast service and 1 hour before dinner service times. Please make appropriate arrangements at the time of booking to let the chef into the building prior to service times.

Allergy Concerns:

Please state food allergies at the time of booking.