

**Terms & conditions :**

Payment (for delivery) Total payment in advance is required at least 3 days before the delivery.

Deposit & payment (for catering service) a deposit of 70% of the total is required to pay to confirm the order at least 7 days before the event. The rest 30% of the balance is to be paid within 3 working days after the event.

Payment methods For any **ATM transfer or cheque payments**, client can transfer full payment or deposit to the following account :

**"Pumpernickel"**  
**HSBC 614-057297-838**

Please keep the transfer slip and give to our delivery team as payment. If no payment proof is available, the client is required to pay cash to our delivery team. The payment would be returned after our accounts department has done the necessary checking.

**Any payment through remittance, or mail order, or credit card, a bank charge accordingly would be charged on top of the total bill. For credit card, the bank charge would be 2%.**

Minimum guarantee (for catering service) client can adjust on the number of participants and the price would be charged according to the final adjustment. The final confirmation needs to be agreed between Pumpernickel and the client at least 4 working days prior to the event.

Equipment & tableware environmental-friendly paper plate, plastic utensil, paper cup, plastic cup, napkins are provided free of charge.  
 For equipment & tableware rentals, pls refer to quotation.

transportation for delivery waived for orders over \$4,000  
 \$250 for most of the locations for any single trip, excluding any climbing of stairs.  
 For addresses on Tung Chung & outlying islands, and some parts of Southern Hong Kong, a separate quotation would be given.  
 Sundays, the time outside normal working hours, or on some of the festive days, a different quotation might be given.

transportation for catering service will be quoted indepently for every catering event according to the services needed

Chef's & waitering service \$120 per hour per staff, \$500 is the minimum charge per staff per event

festive day surcharge will be quoted indepently for every catering event according to the services needed

cancellation

cancellation must be done either by email/ on phone

14 days or more before event date : \$500 (site visit fee if site visit is already done), \$500(admin fee) will be charged;

less than 14 days before event date : 30% of the event fee would be charged;

3 days before event date : full amount will be charged;

the remaining of the deposit fee, should there be a remaining sum after deduction of the above fees, can be redeemed within 1 year. Client can use the remaining sum on delivery/ catering service/ as cash coupons to use in our cafes.