

Delivery/ Catering service : terms & conditions

Payment (for delivery)	Total payment in advance is required at least 3 days before the delivery.
Payment (for catering service)	a deposit of 70% of the total sum 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 on the event day, or, within 3 days after the event.
Payment methods	<p>For any ATM transfer or cheque payments, client can transfer full payment or deposit to the following account :</p> <p>"Pumpernickel" HSBC 124-515685-838</p> <p>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 in cash to our delivery team. The payment would be returned after our accounts department has done the necessary checking.</p> <p>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%.</p>
Minimum guarantee (for catering service)	<p>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.</p> <p>The minimum guarantee will be agreed on individual cases.</p>
Equipment & tableware	<p>environmental-friendly paper plate, plastic utensil, paper cup, plastic cup, napkins are provided free of charge.</p> <p>For equipment & tableware rentals, pls refer to quotation.</p>
Transportation fee (for delivery)	<p>waived for orders over \$4,000</p> <p>\$250 for most of the locations for any single trip, excluding any climbing of stairs.</p> <p>For addresses on Tung Chung & outlying islands, and some parts of Southern Hong Kong, a separate quotation would be given.</p>
Transportation fee (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

<p>Cancellation</p>	<p>cancellation must be done either by email/ by text on phone</p> <p>14 working days or more before event date : \$500 (site visit fee if site visit is already done), \$500(admin fee) will be charged;</p> <p>less than 14 working days before event date : 30% of the event fee would be charged;</p> <p>3 days before event date : full amount will be charged.</p>
<p>In case of typhoon no.8, black rain signal, or any unforeseeable circumstances</p>	<p>for typhoon no. 8 on the day before the delivery/event day, and, on the delivery/event day, cancellation is accepted. The client will be given coupons in the same value to use in our catering service. The coupons are valid in one year.</p> <p>for events where the venue is closed on typhoon no.3, cancellation is accepted, on the condition that this is notified to us by email or by text on phone before the deposit is made. Settlement will be offered to the client as the above.</p> <p>for times at the black rain signal, delivery and delivery of the catering service will be postponed to the time when the signal is off.</p>