

Delivery : terms & conditions

Payment (for delivery)	Total payment in advance is required at least 3 days before the delivery.
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 124-515685-001</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>
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 and remote parts of the N.T., a separate quotation would be given.</p>
Cancellation	<p>Cancellation must be done by email;</p> <p>3 working days or less before event date : full amount will be charged.</p>
In case of typhoon no.8, black rain signal, or any unforeseeable circumstances	<p>Cancellation due to typhoon no. 8 or above must be done 24 hours before the delivery time. Rescheduling of the order can be within 2 months.</p> <p>For times at the black rain signal, delivery will be postponed to the time when the signal is off.</p>

Catering service : terms & conditions

Payment (for catering service)	<p>A deposit of 70% of the total sum is required to confirm the order at least 7 days before the event. The 30% balance is to be paid on the event day, or, within 3 days after the event.</p>
Payment methods	<p>For any ATM transfer or cheque payments, client can transfer full payment or deposit to the following account :</p> <p>"Pumpnickel" HSBC 124-515685-001</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 Pumpnickel 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, please refer to quotation.</p>
Transportation fee (for catering service)	<p>Will be quoted independently for every catering event according to the services needed.</p>
Chef's & waitering service	<p>Will be quoted separately</p>
Festive day surcharge	<p>Will be quoted separately</p>
Cancellation	<p>Cancellation must be done by email</p> <p>10 working days before the event date : \$500 (if site visit is already done), \$500 (admin fee) will be charged;</p> <p>less than 10 working days before event date : 30% of the event fee would be charged, plus any non-refundable deposit we pay for the event;</p> <p>3 days or less 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 or above on event day, and that event was cancelled, the charge will be calculated on all non-refundable items on the quotation, incl. food and drinks and non-refundable deposits. The client will be given coupons of the remaining balance to use for our catering service, valid in 6 months.</p> <p>For events where the venue is closed on typhoon no.3 so that the event was not able to be carried on, the cancellation policy is the same as above.</p> <p>For times at the black rain signal, the catering service will be postponed to the time when the signal is off, or, if the client decides not to have the catering service, the cancellation policy is the same as above.</p>
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