



ON BOARD

TERMS AND CONDITIONS OF CHARCUTERIE CART SERVICE

Service Provider: ON BOARD

(Susan J Jones and Janette Louw, in partnership, trading as **ON BOARD**)

Service: Transport, set-up, collapse and removal of On Board's mobile cart at venue and supply and service of charcuterie to guests on boards

The Customer agrees to the following binding terms and conditions

- *Payment of a Deposit of 80% of total charge (currently pax X R 285.00, no VAT) is required, together with the customer's signature to this page, is required,.*
- *Deposit is fully refundable if the Order is cancelled for any reason, within 6 days after receipt thereof*
- *However, PLEASE NOTE: The Deposit is strictly non-refundable if the Order is cancelled after the 6-day period of grace.*
- *Booking for an On Board event must be made at least 21 days before any event, to enable the On Board team to ensure the best quality products and service*
- *On Board holds a Certificate of Acceptability issued by the Department of Environmental Health, and only contracts with reputable and carefully vetted suppliers who observe the highest standards of food preparation and related practice. However, the On Board team cannot, as distributor and service provider, accept any liability whatsoever for any claim arising from any service provided to a Customer event; and the Customer specifically indemnifies the On Board team against any claim or costs of any kind*
- *In the highly unlikely event of cancellation of the Booking by On Board, for reasons beyond On Board's reasonable control, the Customer shall have no claim against On Board's team, but shall be entitled to a refund of 15% of the Deposit and an alternative mutually agreed date for the service to be provided.*
- *Balance of payment strictly payable on or before an event*
- *The Customer will be strictly held to all the information provided here.*
- *Should there be any additional guest included at the event without prior written notice to the On Board team, On Board takes no responsibility for any charcuterie shortages arising; and shall be entitled to an immediate payment for the additional service, irrespective of whether shortages result.*
- *Should the Customer wish to add any guests to an event for which a deposit has already been paid, this must be agreed with the On Board team, within 2 weeks of the event, and will be subject to an adjustment and immediate payment of an additional Deposit, as to be reflected on a supplementary invoice.*
- *On Board reserves the right to amend its menu without notice to the Customer, in the unforeseen event of supplier shortages, but undertakes to maintain its usual high quality of product and service, and similar range.*

- *Please note that your payment ensures that each guest enjoys a full and sufficient board of charcuterie and accompaniments, and does not cover any post-event, excess food ("leftovers"). This remains "in stock" with On Board. On Board however retains a discretion to gift the host a sampling box, depending on our pre-calculated margins, after an event.*