

**Terms & conditions :**

Payment (for delivery)	Total payment is required to pay at least 3 days before the delivery.
Deposit & payment (for catering activities)	a deposit of 50% of the balance is required to pay to confirm the order at least 10 days before the event. The rest 50% of the balance is to be paid on the day of the event.
Payment methods	For any <b>ATM transfer or cheque payments</b> , client can transfer full payment or deposit to the following account :  <b>"Pumpernickel"</b> <b>HSBC 614-057297-838</b>  Please keep the transfer slip and give to our delivery team as payment. If not, 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.  <b>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%.</b>
Minimum guarantee (for catering activities)	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 days prior to the event.
Equipment & transportation	plastic plates, plastic utensils, napkins are free of charge  \$150 for Hong Kong island; \$180 for Kowloon side; \$220 or up for the New Territories; for any single trip, not including to go upstairs. For addresses on Tung Chung & outlying islands, a separate quotation would be given. Sunday, or any given time not in ordinary working hours, a different quotation would be given. rental of crockeries, glassware & wine glass would be quoted
Chef's & waitering service	\$4,000 per event for 4 staff, incl.: 2 chefs, 2 waiters, for 4 hours; round trip transportation would be charged
festive day surcharge	15% surcharge would be put on the bill on festive days & evenings
cancellation	after confirmation, either by email/ on phone : 14 days or more before event date : \$500 (site visit fee), \$500(admin fee) will be charged; deposit fee, after deduction of the above fees, can be redeemed within 1 year for the use of delivery/ catering event/ cash coupon purposes

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

\*for events with our waive of advance deposit out of good will, full event fee would be charged

3 days before event date : full amount will be charged

updated: 2015/07/27