TERMS & CONDITIONS

Mayu's Kitchen & Co. - Private Chef Service

1. Intellectual Property

All menus, recipes, copy, and images remain the exclusive intellectual property of Mayu's Kitchen & Co. Commercial use or reproduction without prior written consent is prohibited.

2. Minimum Order

Minimum order value: **HKD 6,000** per occasion.

3. Booking & Payment

- To confirm a booking, a non-refundable deposit equal to the higher of **HKD 6,000** or **50% of the total order value** is required.
- Full balance must be received in our bank account **at least 2 full working days** before the event.
- Payments accepted: PayMe, FPS, or bank transfer only (no credit cards).
- Late payment may result in menu adjustments or cancellation of service without refund of amounts already paid.

4. Order Cut-off

Final confirmation of guest numbers, venue, menu, and the order must be received **at least 7 days** before the event date.

5. Transportation & Access

- Transportation fee: return taxi or van from **Happy Valley** to the event location. Minimum charge: **HKD 200**.
- Client must inform us in advance of any stairs, restricted access, or parking limitations.
- Additional charge of **HKD 100 per flight of stairs** applies where no elevator is available. Parking charges (if incurred) will be billed to the client.

6. Equipment, Staff & Service Personnel

Tableware (serving platters, crockery, glassware) and drinks packages are available on request and quoted separately. We do not rent any tableware or kitchen equipment.

For events of **more than 6 guests**, the client must provide at least one service person / helper, **or** request our staff: Service staff **HKD 1,200 / 4 hours** · Helper **HKD 700 / 5 hours** (extra hours charged accordingly).

7. Menu & Substitutions

Menus are subject to seasonal availability. We reserve the right to make reasonable substitutions of equal quality without prior notice. Significant changes requested by the client after confirmation may incur additional charges.

8. Date Changes

Any change of date requested within **3 days** of the original event date incurs a **HKD 1,000** administration fee, plus the cost of any perishable ingredients already purchased (up to 100% of those costs).

9. Client Responsibilities

- Provide a named contact person and mobile number who will be present at the venue.
- The contact person must be available **90–120 minutes** before the scheduled start time to grant access. Exact arrival time will be confirmed in advance.
- Ensure safe and suitable kitchen / working space is available on site.

10. Allergies & Dietary Requirements

All allergies and dietary requirements must be notified in writing at the time of booking. While we take every reasonable care, Mayu's Kitchen & Co. cannot accept liability for reactions arising from undisclosed allergies or cross-contamination in shared venues.

11. Cancellation

Cancellation of the entire booking results in forfeiture of all amounts paid or due under the payment schedule. No refunds will be issued.

12. Liability

Our liability is limited to the total amount paid for the services. We are not responsible for any indirect, consequential, or incidental losses. Clients are responsible for the security of their premises and guests.

13. Force Majeure

We shall not be liable for failure to perform due to circumstances beyond our reasonable control (including but not limited to extreme weather, illness, or government restrictions). In such cases, we will endeavour to reschedule or offer a credit note.

14. Governing Law

These Terms & Conditions are governed by the laws of Hong Kong SAR.