

Terms & Conditions



Payment Policy

1. Deposit

A non-refundable deposit of 50% of the total booking cost is required to confirm and secure your reservation. Bookings are not considered confirmed until the deposit has been received and Service Agreement has been signed by both parties.

2. Final Payment

The remaining balance must be paid no later than **14 days prior to the event date**.

- A **late payment fee of \$50 per day** will apply for each day past the final payment due date, for up to 7 days.
- **Beginning on day 8**, the late fee increases to **\$100 per day**, *only if prior written approval is granted by Chappelle Kitchen*. Chappelle Kitchen reserves the right to deny such extensions at its sole discretion.
- If full payment is not received **at least 5 days before the event**, the booking will be **automatically cancelled**. In such cases, the client remains liable for any accrued late fees, up to a maximum of **\$550**.

3. Accepted Payment Methods We accept the following forms of payment:

- Bank Transfers (ETF - Electronic Funds Transfer)
- E-transfers
- Money Orders (Cheques are not accepted)
- Credit cards (AMEX, MasterCard, and Visa — subject to a **3% processing fee**)

4. Late Payments All late payments are subject to the fees outlined above. Failure to make full payment within the required timeframe may result in cancellation without refund of any amounts already paid. Clients are responsible for all late fees incurred.

Cancellation Policy

Notice Period

Cancellations for any event or service **must be submitted in writing via email to the contact email address provided on Service Agreement** and received more than 60 days prior to the scheduled event date to be eligible for a full refund, excluding the non-refundable deposit. Cancellations received after this period will be subject to the partial or no-refund terms outlined below.

- **Full Refund**

Cancellations made **60 days prior** to the event date are **eligible for a full refund** excluding the non-refundable deposit.

- **Partial Refund**

Cancellations made between **30 and 59 days prior** to the event date will receive a **25% refund of the total booking cost**, excluding the non-refundable deposit.

- **No Refund**

Cancellations made **less than 30 days prior** to the event date are **not eligible for any refund** and will incur a \$100 cancellation fee.

Force Majeure

In the event of extraordinary circumstances beyond the control of either the client or Chappelle Kitchen (e.g., natural disasters, government-imposed restrictions, or emergencies), refund or rescheduling requests will be **evaluated on a case-by-case basis**. Chappelle Kitchen reserves the right to **approve or deny any refund or rescheduling requests at its sole discretion** and may require supporting documentation, if supporting documentation is requested and is not provided within a reasonable time-frame all claims or disputes will be denied.

Rescheduling Policy

Notice Requirement

Requests to reschedule an event or service **must be submitted in writing via email to the contact email address provided in the Service Agreement**. Rescheduling is subject to **availability and Chappelle Kitchen will make reasonable efforts to accommodate but this is not guaranteed**. **Additional fees may apply, up to a maximum of \$180.**

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