

Snakes & Lattes Private Events Terms and Conditions

1. Proposal and Booking:

Submitting a proposal to Snakes & Lattes Private Events does not guarantee the reservation of your event.

2. Deposit and Booking Confirmation:

A 50% deposit of the total estimated cost is required to secure the booking. The deposit must be paid at least 2 weeks (14 days) before the scheduled event date.

3. Menu and Final Headcount:

The final menu selection and confirmed headcount must be communicated to Snakes & Lattes Private Events at least 14 days prior to the event date.

4. Remaining Balance:

The remaining amount of the total cost must be paid in full **before** the event. Snakes & Lattes reserves the right to cancel the event if the remaining balance has not been paid before the scheduled date. In case of cancellation because of failure of payment, the previous sums paid will not be refunded to the client.

5. Additional Services:

Any additional services requested beyond the initial agreement will be added to the total cost as agreed upon by both parties.

6. Responsibility for Services Not Included:

Snakes & Lattes Inc cannot be held responsible for any items or services not explicitly included in the price quote provided.

If a customer arrives at the wrong venue, we cannot provide a refund; if they wish to proceed with their reservation at the incorrect location, they will be responsible for any additional costs incurred. Snakes & Lattes will not be held responsible if the event can't be hosted at the wrong venue. If the customer chooses to relocate to the correct venue, the event's scheduled end time will remain unchanged.

7. Price Changes:

All prices quoted are subject to change without prior notice. Snakes & Lattes Inc reserves the right to adjust product prices as necessary without prior notification.

8. Cancellation Policy:

If the client cancels the booking or meeting within 2 weeks (14 days) prior to the scheduled event date, the 50% deposit will not be refunded, and no credit will be applied.

Snakes & Lattes reserves the right to cancel the booking at any point in time due to technical issues, operations issues or mistakes on our side regarding the scheduling. If Snakes & Lattes cancels an event that has already been booked, all the amounts paid by the client will be refunded to the client on the original payment method.

9. FOOD SAFETY Snakes & Lattes represents and warrants that it:

(i) complies with all applicable Laws regarding food safety and all applicable regulations adopted thereunder;

(ii) maintains policies and procedures related to food safety as required by applicable Laws and regulations;

(iii) shall provide the client with copies of its policies and procedures relating to food safety, including but not limited to, allergen management procedures and training programs, cross-contamination prevention, incident reporting procedures and response plans for emergencies including anaphylaxis emergency plan;

(iv) ensures that all its permanent and temporary employees have completed food safety training in accordance with applicable Laws and regulations; and

(v) will immediately notify the client of any food safety related incidents which arise in the course of the provision of services.

10. Allergy Disclaimer:

Snakes & Lattes Private Events' kitchens are not allergy-free certified, and peanuts/nuts are present in the kitchen. While every effort will be made to prevent cross-contamination, Snakes & Lattes cannot guarantee the complete absence of allergens. Snakes & Lattes Private Events cannot be held responsible for any allergic reactions caused by food cross-contamination.

By proceeding with the booking and submitting the deposit, the client acknowledges and agrees to abide by these terms and conditions set forth by Snakes & Lattes.

These terms and conditions are subject to change without prior notice. Please contact us if you have any questions or concerns regarding these terms.