

# CANCELLATION / REFUND POLICY

## Services Booking Policy

Once an inquiry is received with a consultation provided, an invoice will be forwarded. Should you decide to proceed with the given quote, return signed invoice via Adobe PDF to secure your dates. Currently, with COVID-19 mildly prevalent, we do not require a deposit for ALL services, except for our Catering Service. For ALL services with the exceptions of our Catering Service, final balance must be paid within 7 business days of event date. For our Catering Service, final balance must be paid within 30 days of event date. All late payments will be charged a \$75 late fee. ALL inquiries received less than 10 days of event date must be paid in FULL. If the invoice is provided within 48 - 72 hours of service date, payment is due immediately along with a \$75 rush fee.

Refunds may take up to 14 business days to process. Should you have any concerns or questions, please contact us via email, [amiakingscatering@gmail.com](mailto:amiakingscatering@gmail.com) or via (404) 539-2835.

## Services Refund & Cancellation Policy

All fees must be paid by the expiration / due date listed on the invoice. If the invoice is provided less than 5 days of service date, payment is due in full immediately. All deposits are NON-REFUNDABLE within 6 days or less of service date. All deposits are refundable less a 25% cancellation fee of your total contract amount if cancelled 90 days prior to service date. All deposits within 89-60 days of service date are refundable less a 35% cancellation fee of your total contract amount. All deposits within 59-31 days of service date are refundable less a 45% cancellation fee of your total contract amount. All deposits 30 days to 7 days of service date are refundable less a 50% cancellation fee of your total contract amount. All deposits 6 days or less of service date are **NON-REFUNDABLE!** Prices & Menu are subject to change without notice.

Should you have any concerns or questions, please contact us via email, [amiakingscatering@gmail.com](mailto:amiakingscatering@gmail.com) or via cell, (404) 539-2835.

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## Terms of Booking

### As The Client

- Confirm that your villa is fully equipped to avoid cancellation: operable burner, oven, fridge, pots & pans, eating and serving utensils for number of dinners confirmed.
- **Our Team has the right to cancel at any time upon arrival if your villa is NOT FULLY EQUIPPED and our workspace (kitchen area) is unsanitary with dirty dishes upon arrival. Please ensure and confirm that your villa is fully equipped before your service date.**
- **Provide entry to home along with any gate codes.**
- **Please ensure that the kitchen is cleaned, and the dishwasher has been emptied. If neither has been done, you will be subject to a \$35 fee due before service begins.**
- Any unnotified additional guest will result in a revised invoice w/ payment due immediately.
- **For any decrease in guest count on a fully paid booking, your invoice will remain the same if notified 7 business days or less before your service date.**
- Pets are not allowed in the kitchen during service
- An invoice is **NOT** confirmed without **payment**
- For all pick up and drop off orders, please ensure that you arrive at the scheduled time discussed and displayed on the invoice.
- For all **OUT OF STATE** bookings, a **50% deposit** is required upon receiving invoice(s) and the **final balance is due 10 days before service date.**

### Conditions

- Should there be a **power outage**, we promise to continue the service **ONLY** if conditions permit. If your villa has **NO** generator to restore

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power, please note that we are unable to run water. If your burners and oven are electric, we are unable to prepare dinner. **Amia & King's Catering are not responsible for the lack of service and impediment to your exceptional dining experience during a power outage!**

- In the event of a tropical depression, tropical storm, hurricane, and/or any weather that inhibits and/or limits our team from completing the agreed upon service on the agreed upon date, the cancellation policy will be considered. We will also consider rescheduling the agreed upon service to a date that works for **BOTH** parties.
- **Should you cancel for ANY circumstance (including COVID-19), the cancellation policy will take full effect and you will be forwarded our Refund / Cancellation Policy Agreement before your refund is processed (if applicable).**

## Fees

- **PayPal, Venmo & Credit Card Payments (VISA & MC) will acquire a 3.5% processing fee.**
- There will be a \$45 fee for all returned checks
- There is a \$120 minimum traveller's fee for all STT Bookings
- There is a \$85 minimum traveller's fee for all bookings within and further than Coral Bay
- All **OUT OF STATE** will be quoted based on location with a minimum of a \$2,500 service fee and Traveller's Fee.
- A booking is **NOT** confirmed without payment and/or signed invoice
- For ALL services with the exceptions of our Catering Service, final balance must be paid within 7 business days of event date.
- For our Catering Service, final balance must be paid within 30 days of event date. All late payments will be charged a \$75 late fee.