



**MEGAbites Food Pte Ltd**  
**Singapore Institute of Management HQ**  
**461, Clementi Road**  
**3<sup>rd</sup> Level, Singapore 599491**  
**Tel: (65) 6465 1190/1 Fax: (65) 6469 4462**

## **TERMS AND CONDITIONS**

### Warranty of Goods / Services

All our products will last for 3 hours upon delivery under fair weather conditions, unless otherwise stated

### Confirmation of Booking

Confirmation of booking must be made with Official Event Order within 5 working days of the original booking date. All amendments must be made within 2 working days via written notice. No changes are allowed to be made within 1 working day prior to event date or on actual event day.

### Price

Prices are subjected to change. No discounts will be entitled to, unless otherwise stated.

### Cancellation of Event

Cancellation of event is to be made via written notice with an Official Event Order. Following conditions is applicable if:

- (1) Cancellation of event made beyond 72 hours to event date is not chargeable
- (2) Cancellation of event made within 72 hours to event date will be charged at 50%
- (3) Cancellation of event made within 24 hours to event date will be charged at 100%

### Setup Time

All setup requirements will be ready 60 minutes prior to event schedule.

### Upgrade of services

Upgrading of all areas of services is available upon request via written notice. Charges applicable are depending on nature of request. Please refer to our list of optional charges.

### Transport Charge

There will be transport charge imposed on all orders, unless otherwise stated.

### Goods & Services Tax

Prevailing GST is applicable on total amount

### Terms of Payment

A deposit of 50% is required upon confirmation of booking. Balance payment must be made 3 working days prior to event date.

### Exchange & Refund

All products and services are non-exchangeable and non-refundable.

### Takeaway Boxes

We do not encourage take away as per NEA guidelines. Should you require take away boxes, an indemnity form must be completed. We only provide a maximum of 10 takeaway boxes.

### Ice Water

Ice water will only be provided upon request. We would advise clients to use bottled mineral water especially for important events. Please refer to salespersons for assistance.

### Extension of Collection Time

Duration for our Tea Reception package is for 2 hours; Duration for our Buffet Reception package is for 3 hours. In the event if there is a need to extend the collection time, the request must be made via written notice prior to event date and will be charged at \$20 per hour.

### Early Morning and Late Night Surcharge

There will be early morning and late night surcharges imposed for events before 8.00am and after 10.00pm. Surcharge amount will be advised accordingly.

**w.e.f 1<sup>st</sup> August 2010**