Georgia
CAPE TOWN PRIVATE CHEF

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Terms & Conditions

1. Bookings & Deposits

- All bookings are subject to availability and are only confirmed upon receipt of a 50% deposit.
- The remaining balance is due 7 days prior to the event or service start date.
- For last-minute bookings (within 7 days of the event), full payment is required upon confirmation.

2. Cancellations & Refunds

Out of Season

- Cancellations made more than 21 days in advance will receive a full refund, minus any non-recoverable costs (e.g. special ingredient orders).
- Cancellations made 14 days in advance will receive a 50% refund.
- Cancellations made less than 14 days before the booking date will result in the forfeiture of the deposit.
- Date changes are subject to availability and must be requested in writing.

Peak Season (November to March)

- Due to high demand, cancellations during peak season must be made at least 3 months in advance to qualify for a full refund.
- Cancellations made less than 3 months in advance are non-refundable, as these dates are booked well in advance and cannot easily be rebooked.

3. Travel & Accommodation

- Travel is charged per job and is not included in the on-site chef fee, which covers only the chef's time on location.
- Travel charges may include the chef's time and cost to source ingredients from various suppliers.
- For bookings outside of Cape Town or those requiring overnight stays, the client must cover all transport-related costs, including:
    - Airfare or airline tickets (if applicable)
    - Car rental or private vehicle hire (if applicable)
- The client must also provide and cover on-site accommodation or arrange a suitable guesthouse/hotel for the duration of the booking.
- All travel and accommodation arrangements must be confirmed in writing prior to the booking.

4. Menu & Ingredients

- Menus are curated based on seasonal availability and tailored to the client's preferences and dietary requirements where possible.
- Menus are subject to change depending on the availability and quality of ingredients.
- Dietary restrictions or allergies must be clearly communicated in writing at the time of booking. The chef is not responsible for allergic reactions or dietary issues resulting from undisclosed allergies.
- Clients with severe nut allergies should note that most kitchens are not nut-free environments. While every effort is made to minimise cross-contamination, the chef cannot guarantee a sterilised environment unless arranged and confirmed by the client or villa agent.
- It is the client's responsibility to communicate all medical or dietary concerns prior to service.

5. Kitchen Facilities

- A clean, functioning kitchen with working appliances must be available at the property.
- Any kitchen limitations or restrictions must be disclosed at the time of booking.
- The client or property host is responsible for ensuring the refrigerator maintains safe temperatures (below 5°C) and that there is adequate cupboard and fridge space for safe storage of the chef's ingredients and condiments.
- The chef is not liable for:
    - Spoilage caused by power outages (e.g. load shedding)
    - Faulty or malfunctioning fridges
    - Insufficient cold storage space

6. Service Staff

- Service staff (e.g., waiters, bartenders) are not included unless specifically requested and quoted for in advance.

7. Crockery, Cutlery, Glassware & Serving Items

- The chef is not responsible for shortages or the absence of crockery, cutlery, glassware, serving platters, or serving spoons required for table setup or dinner service.
- The client or villa must ensure all necessary items are available, clean, and in good condition.
- The chef is not liable for the condition or quality of provided items, including chipped plates, cracked glassware, or damaged serving items.
- If the chef is to provide serving platters or utensils, this must be arranged in advance and may be subject to additional charges.

8. Breakages & Liability

- The chef is not liable for damage to client or villa property unless caused by clear and proven negligence.
- Kitchen equipment is subject to normal wear and tear. The chef is not responsible for the failure or breakage of items that have experienced frequent use or where the integrity was already compromised prior to service.
- This includes, but is not limited to, worn, chipped, or previously damaged items, as well as domestic kitchenware not intended for professional or high-volume use.
- The chef is not responsible for damage or shattering of glass oven doors, stove tops, or similar equipment due to prolonged exposure to heat during service.
- Clients and villa agents acknowledge that residential kitchen appliances are not designed for continuous, high-temperature cooking, and may be vulnerable to thermal stress.
- It is the responsibility of the client or villa agent to ensure that all appliances and kitchen equipment are maintained in safe, working condition and are suitable for the level of service requested.

9. Force Majeure

- The chef is not liable for service cancellations, delays, or disruptions due to events beyond their control, including but not limited to natural disasters, illness, travel bans, or extreme weather.

10. Photography & Social Media

- With client consent, the chef may photograph dishes or table setups for use in marketing and social media.
- Clients may request not to be photographed or mentioned, and such preferences will be fully respected.

11. Time on Site

- The chef is present only for the meals requested. The service fee does not include the chef being on-site all day, unless specifically arranged in advance.
- All meal times must be pre-agreed and communicated clearly.
- Dinner service cannot be served after 9:00 PM. If a delay is not communicated in advance, the chef is not responsible for the quality of food that has been prepared and kept warm or stored.
- The chef will not remain on-site past 10:00 PM if the client has not returned. In such cases, food will be safely stored for later consumption.
- If a 24-hour on-site presence is required, a day rate for continuous chef availability will apply.

12. Setup & Cleaning

- The chef is responsible for table setup for each meal and for cleaning all kitchen equipment and surfaces used.
- All cutlery and crockery will be rinsed and loaded into the dishwasher.
- The chef does not clean glassware due to its delicate nature.
- Cleaning products and supplies must be provided by the client or villa. The chef is not liable for inadequate cleaning if supplies are not available.

13. Fire Safety & First Aid

- If the property has a gas stove or open flame cooking equipment, a functional fire extinguisher must be available on-site.
- A basic first aid kit must be present at the property to handle minor incidents.
- The chef is not liable for any fire damage, injuries, or electrical faults that may occur due to:
  - Existing issues with gas lines or wiring
  - Faulty equipment or appliances supplied by the property
- It is the responsibility of the client or villa to maintain all safety equipment and ensure the property meets basic health and safety standards.

14. Kitchen Surfaces & Countertops

- Kitchen countertops and work surfaces must be heat-resistant and suitable for the placement of hot pots, trays, and oven dishes.
- Surfaces should be tolerant of strong-coloured ingredients such as turmeric, red wine, and other natural spices.
- If countertops are susceptible to heat damage or staining, this must be communicated in writing to the chef prior to service.
- The chef is not liable for damage to surfaces where no prior warning has been provided and reasonable care has been taken.

15. Acceptance

- Once the chef is booked and confirmed in writing or a deposit has been received, this will be considered full acceptance of these Terms & Conditions and agreement to all terms outlined herein.