



TERMS & CONDITIONS

2026/2027

70% DEPOSIT BOOKS THE CHEFS & CONFIRMS THE DATE. THE FULL BALANCE IS TO BE PAID 7-10 DAYS PRIOR THE EVENT DATE TO ALLOW FOR PROVISIONING.

BOOKINGS ARE TAKEN ON A FIRST PAY, FIRST BOOKED BASIS.

WE REGRET NO REFUNDS ONCE MONIES HAVE BEEN PAID & EVENT PREP/SOURCING HAS STARTED.

INVOICES ARE COSTED IN PREP DAYS, EVENT DAYS, FOOD & DRINK COSTS, EQUIPMENT HIRE, STAFFING, LOGISTICS & ADDITIONAL EVENT SUPPORT.

CONSULTING AND CHEFFING WORK IS CHARGED PER DAY BASED ON TIME ALLOCATION:

R3,500 PER DAY FOR APPROXIMATELY 6–8 HOURS

R4,500 PER DAY FOR APPROXIMATELY 10–12 HOURS, AND

R5,500 PER DAY FOR APPROXIMATELY 14–16 HOURS.

ANY HOURS EXCEEDING THESE TIME FRAMES MAY BE BILLED AT AN ADDITIONAL RATE.

PLEASE NOTE THAT THE SCOPE OF WORK MAY BE RE-EVALUATED ONCE THE JOB IS COMPLETE, BASED ON CLIENT REQUESTS, AND PRICING MAY BE SUBJECT TO CHANGE ACCORDINGLY.

FOOD COSTS PER HEAD ARE LARGELY VARIABLE BASED ON WHAT YOUR MENU LOOKS LIKE.

PLEASE NOTE KIDS ARE CHARGED AT 50% OF THE ADULTS FOOD COST. A KID IS CONSIDERED UNDER TO BE UNDER THE AGE OF 12 YEARS OLD.

ONCE MENU HAS BEEN SIGNED OFF, PLEASE NOTE ANY ADDITIONS TO MENU WILL BE CHARGED FOR.

ONCE EVENT HIRE LIST HAS BEEN SIGNED OFF, PLEASE NOTE ANY ADDITIONS OR LAST MINUTE REQUESTS WILL BE CHARGED FOR.

WE QUOTE ON AN ADEQUATE BASE SUPPLY OF WOOD, ICE AND MIXERS, IF MORE ARE REQUIRED ON THE EVENING THESE WILL BE ADDITIONALLY CHARGED FOR.

THE MORE DETAILED THE MENU, THE MORE PREP IT REQUIRES, AND THUS THE MORE EXPENSIVE.

CATERING EVENTS OF MORE THAN 8-10 PAX REQUIRE ADDITIONAL CHEF SUPPORT, IN THE FORM OF AN ASSISTANT CHEF.

CATERING EVENTS OF 16+ PAX REQUIRE ADDITIONAL PREP DAYS, WHICH WILL BE BILLED FOR.

UNLESS CLEANING & SERVICE STAFF ARE PROVIDED, PLEASE NOTE IF THIS IS REQUESTED, THIS WILL BE INCLUDED AT AN ADDITIONAL COST.

PREP DAYS COVER MENU PLANNING, INGREDIENT SOURCING, RECIPE RESEARCH & TESTING, FOOD ORDERING, RECEIVING & SORTING, FOOD PREP & PACKING.



KITCHENS
& EVENTS

TERMS & CONDITIONS

2024/2025

TASTINGS ARE NOT A GIVEN BUT CAN BE ARRANGED AT AN ADDITIONAL COST, CHARGED PER PERSON.

TRAVEL DAYS ARE CHARGED FOR AT AN ADDITIONAL COST FOR JOBS THAT REQUIRE TRAVEL.

LOGISTICS FEES ARE CHARGED AS PER HIRE COMPANY FEES, AND WILL BE REFLECTED FOR CLIENTS EXPENSE IN INVOICE.

ACCOMMODATION SHOULD BE PROVIDED OR WILL OTHERWISE BE BILLED FOR FOR JOBS THAT REQUIRE AN OVERNIGHT STAY.

PLEASE NOTE:

- **ONE POT WONDERS ARE THE MOST AFFORDABLE OPTION**
- **CANAPE PLATTERS CAN BE DELIVERED**
- **HARVEST STYLE IS A GREAT MID OPTION**
- **PLATED IS THE MOST EXPENSIVE ROUTE**

DELIVERIES FOR PLATTERS ARE DONE VIA UBER PACKAGE, IF NOT DONE PERSONALLY.

PLATTERS ARE TO BE RETURNED TO GLOW KITCHENS, AT THE CLIENTS EXPENSE WITHIN 3 DAYS OF THE EVENT BEING OVER.

IF EQUIPMENT HAS BEEN HIRED, THIS MAY BE COLLECTED FROM THE VENUE THE FOLLOWING BUSINESS DAY AFTER AN EVENT - ONCE CHECKED.

STRIKE DAYS ARE BILLED FOR TO COVER HIRE COMPANY SORTING, COLLECTIONS & VENUE CLEARING.

IF CLIENTS WOULD LIKE TO BENEFIT FROM POTENTIAL RETURNS & REFUNDS WITH DRINKS COMPANIES, AN ADDITIONAL ADMIN FEE WILL BE CHARGED FOR TO FACILITATE THIS.

ANY MAJOR DAMAGES, BREAKAGES OR LOSS OF HIRED ITEMS WILL BE FOR THE CLIENTS EXPENSE.

I, _____ (CLIENT) HEREBY ACKNOWLEDGE THE AFOREMENTIONED TERMS AND CONDITIONS AND BY SIGNING BELOW CONFIRM UNDERSTANDING AND AGREEMENT OF ALL POINTS.

WE, AS GLOW KITCHENS, HEREBY ACKNOWLEDGE UNDERSTANDING AND AGREEMENT OF ALL AFOREMENTIONED POINTS AND COMMIT TO DOING OUR BEST TO PLEASE OUR CLIENTS, ACCEPTING THAT THIS IS NOT ALWAYS POSSIBLE.