



TERMS AND CONDITIONS OF SERVICE

These **Terms and Conditions** constitute the entire agreement between you, the Client, and Citygirl Catering (CC). By purchasing CC food items and checking the Terms & Conditions box the Client confirms that they have read, understand, and agree to these Terms and Conditions.

Commencement of Service and Payment Policy

Service will commence after receipt of a signed Credit Card Authorization Form and upon the timely submission of an order form which is noon on Thursdays for meal deliveries, and noon on Wednesday for weekend basket deliveries. Payment is due on order submission and will be processed by CC before the first delivery of the week. No payments will be processed without receipt of a complete order form and signed. Alternative payment arrangements may be made in exceptional circumstances upon consultation with and the agreement of CC.

There are no cancellations once an order has been submitted. If the Client is not satisfied with the received product for any reason, please contact CC within 5 days of order receipt so that we can address the issue. Your satisfaction is our key concern.

Food Allergies and Illness

The Client is responsible for informing us of any food allergies and sensitivities. Every effort will be made to accommodate individual needs and food safety measures are a standard practice at CC, but a risk of contamination and/or illness always exists. You agree that CC does not assume any liability if the Client, or someone who the Client decides to share meals with (collectively referred to herein as the "Client"), experiences an adverse reaction to the food prepared by CC.

Consumption of Meals

CC meals are prepared fresh and should be consumed or frozen within 3-4 days of preparation (3 days for meals containing fish and animal protein, 4 days for vegetarian meals). While all CC products are made in keeping with best food safety practices, the Client is responsible for the proper storage of meals and expected to follow any received instructions regarding their handling. You agree that CC does not assume liability for any illness or reaction that the Client experiences from consumption of our products.

Delivery

Delivery cost is included in the price of the meal within the Greater Toronto Area and within standard delivery hours. Clients outside of the designated delivery area and/or with alternate delivery needs will incur an extra delivery charge, to be agreed upon in consultation with CC. In cases of a delay in standard delivery time due to weather, traffic, etc., every attempt will be made to inform the client of it before the end of the delivery window.

All meals are delivered inside cooler bags with ice packs and left in an area designated by you for delivery. The Client is responsible for leaving the empty cooler bag and ice packs in the delivery area for pick up on the next scheduled delivery day. You agree that CC does not assume responsibility for any tampering with, or theft of products left in the designated delivery area. CC recommends that the Client not consume food that has been tampered with.

Confidentiality and Privacy

CC respects the Client's right to privacy and undertakes to make every reasonable effort to protect your confidential information. CC will not sell your name, address, or other personally identifying information to unrelated third parties, nor use such information for any reason unrelated to the services provided by CC.

I, _____ (please print full name) agree to the terms and conditions as noted above. Dated _____