

Cancellation Policies

Client understands that upon entering this service contract, Caterer and/or Event Planner is committing time and resources to this event and thus cancellation would result in lost income and lost business opportunities in an amount difficult to precisely calculate. Therefore, the following cancellation limitations will apply.

Third party referral partners are subject to Third party referral partner contract agreements and are not subject to the following policies.

Event Cancellation Policy

If Client requests cancellation of this contract 90 days or more before the event, Client shall receive a full refund. If client requests cancellation 45-89 days before the event, (25%) of the contract total will be owed to Caterer. If client requests cancellation 31-44 days before the event, (50%) of the contract total will be owed to Caterer. After 30 days in advance of the event, Caterer shall be entitled to (100%) of the contract total.

Catering Cancellation Policy

This policy is valid for online, email and phone catering orders. An event and/or order may be cancelled with no charges up to seven (7) full business days prior to the event. Cancellation of services made less than three (3) full business days prior to the event will be charged 50% of the contract. Cancellation of services made less than (1) full business day of the event will be charged 100% of the contract.

50% deposit of the catered food is due to confirm an event

Specialty food items are non-refundable

Up to and including 8 days prior to event, 50% of the catered food is non refundable

5 to 7 Days prior to event, 75% of the catered food is non-refundable

Day of event and 4 Days prior to event, 100% of the catered food is non refundable

1 to 2 Days prior to event client may reschedule catered food, however perishable items and incurred additional expenses:

Additional Expenses: labour, parts, loss of use may be extra. Deposit 50% will be credited toward the new date. If new date is cancelled then the deposit 50% will not be refunded.

★★ Note refunds are the sole discretion of Divine Caterers. Although an event may be cancelled or rescheduled, Divine Caterers reserves the right to allow for consulting and coordinating when or if determining to allow for a cancellation or refund of any amount or for any reason.

Privacy Policy

This privacy notice discloses the privacy practices for Divine Caterers and Events Planner. This privacy notice applies solely to information collected by this website. It will notify you of the following:

What personally identifiable information is collected from you through the website, how it is used and with whom it may be shared.

What choices are available to you regarding the use of your data?

The security procedures in place to protect the misuse of your information.

How you can correct any inaccuracies in the information.

Information Collection, Use, and Sharing

We are the sole owners of the information collected on this site. We only have access to/collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone. "We do not store credit card details nor do we share customer details with any 3rd parties".

Security

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline.

Wherever we collect sensitive information (such as credit card data), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a lock icon in the address bar and looking for "https" at the beginning of the address of the Web page.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

If you feel that we are not abiding by this privacy policy, you should contact us immediately via telephone at 02074610245 or via email.

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