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自助餐

鼎锅锅自助餐外勤服务条款

Ding Guo Guo Buffet Catering Service Terms & Conditions

订金与订单

Deposit & Order Confirmation

- 所有订单必须最迟于宴会日期前14天确认。

All orders must be confirmed at least 14 days before the event date.

- 确认订单须缴付 RM500.00订金。如未收到订金，订单将不被保留。

A deposit of RM500.00 is required to confirm the order. Without the deposit, the booking will not be reserved.

- 订金一经收取概不退还，包括因客户原因取消或更改订单。

Deposit is non-refundable upon payment, including cancellations or amendments made by the customer.

付款与余额

Payment & Balance

- 余额须于宴会结束后7天内结清，可通过现金、银行转账或支票付款。

Balance must be fully settled within 7 days after the event via cash, bank transfer, or cheque.

- 若在期限内尚未结清余额，公司有权按2%利率计收逾期利息。

Late payments will incur 2% interest on the outstanding balance.

最低消费 / 人数

Minimum Pax / Spending

- 最低预订人数为50人。

Minimum booking is for 50 pax.

- 若实际人数少于50人，仍按最低人数收费。

If actual attendance is below 50, charges still apply for 50 pax.





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更改 / 取消订单 Order Amendment / Cancellation

- 更改日期须于宴会前至少14天提出。

Date changes must be requested at least 14 days before the event.

- 如取消订单，条款如下：

For cancellations:

- 提前14天以上：订金不退，其余不收。

More than 14 days in advance: Deposit forfeited, no further charges.

- 少于7天取消：将收取总费用的50%。

Less than 7 days in advance: 50% of total order will be charged.

- 更改日期须视公司档期安排而定，不保证一定可行。

Date changes are subject to availability and not guaranteed.

服务时间与安排 Service Time & Setup

- 标准用餐时间为3小时（如12:00pm – 3:00pm）。

Standard dining time is 3 hours (e.g. 12:00pm – 3:00pm).

- 超时将按每小时RM200.00收费。

Extra time is charged at RM200.00 per hour.

- 食物会在宴会开始前30分钟送达并完成布置。

Food will be delivered and set up 30 minutes before the event starts.

- 顾客需确保现场具备足够布置空间、帐篷、车房、电源插座等设施。

Customer must ensure sufficient space, canopy, driveway access, and power outlets are available.

额外服务（如有） Additional Services (if any)

提供现场服务员（满100人以上免费附带）。

Free serving crew provided for bookings of 100 pax or more.

- 若需加设桌椅、帐篷、灯光音响等，请提前联系报价及安排预订。

Add-ons like tables, canopy, lighting, or PA systems must be arranged in advance.



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交通与地点 Logistics & Location

- 免费送餐范围：双溪大年 (Sungai Petani, Kedah) 与甲抛峇底 (Kepala Batas, Penang)。
Free delivery areas: Sungai Petani (Kedah) & Kepala Batas (Penang).
- 超出范围者，交通费 RM300.00 另计。
RM300.00 delivery surcharge applies to areas outside this range.
- 若订单人数达 120 人或以上，可豁免交通费（仅限部分地区，视公司安排而定）。
Delivery surcharge may be waived for orders of 120 pax or more (selected areas only, subject to company arrangement).
- 若需上楼（需搬运），上楼费用 RM200.00。
RM200.00 surcharge applies for upstairs delivery (with lifting required).

设备与餐具 Equipment & Utensils

- 提供餐具、食物台、自助餐桌布、摆台用具及垃圾袋。
We provide utensils, food tables, buffet tablecloths, serving tools, and garbage bags.
- 若客户保管公司设备至翌日，需承担遗失或损坏赔偿责任。
Customers who keep equipment overnight are liable for loss or damage.

菜单选择与安排 Menu Selection & Arrangement

- 每个菜单类别默认仅可选择 1 种菜品
Each menu category allows 1 selection by default
- 如需将人数分配为不同菜品（如分成两种口味），每种菜品需达到最低 200 人
For split portions (e.g. dividing pax into multiple selections), a minimum of 200 pax per item is required
- 或将收取额外人手及操作费用
Otherwise, additional manpower and operation charges will apply
- 本公司保留根据实际安排收取附加费用的权利
The company reserves the right to impose additional charges based on arrangement





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帐篷与桌椅安排说明 Canopy Arrangement

- 顾客若自行预订帐篷或桌椅，请务必准备四方桌供我们摆放自助餐食物。
If customers arrange their own canopy/tables, square tables must be provided for buffet setup.
- 非由本公司代订者，我们将在完成自助餐布置后，视情况协助摆放桌椅，恕不保证完整安排。
For self-arranged furniture, we may assist in setup after completing buffet setup, but full arrangement is not guaranteed.
- 若通过本公司代订，将包括基本摆放服务，流程更顺畅省心。
Bookings made through us include basic arrangement, ensuring smoother coordination.
- 本公司帐篷服务包含红桌布。顾客若自订帐篷，请自行向供应商安排桌布，特别是红桌布。
Our canopy packages include red tablecloths. If arranged externally, please coordinate with the vendor for red cloth.

现场垃圾处理 On-Site Waste Disposal

- 本公司负责回收自家提供的设备与用具，不负责带走现场垃圾（如瓶罐、餐后垃圾、客户自带食物残余等）。
We collect our own equipment but are not responsible for removing event-site trash such as bottles or leftover food.
- 我们将协助清理桌面残余及垃圾，并打包放置在顾客屋外垃圾桶处。
We will clean food residue from tables and bag the waste for placement at the customer's external bin.
- 若宴会地点为公寓、酒店等，场地方所产生的清理费用将由顾客负责。
At venues like apartments or hotels, additional venue cleanup charges shall be borne by the customer.



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责任范围 Liability

- 公司服务范围仅限于食品准备、送达、布置及回收（除非另有说明）。
Our services cover only food preparation, delivery, setup, and equipment retrieval (unless otherwise agreed).
- 顾客需确保场地安全，若员工于服务期间受伤，责任由场地方承担。
Customers are responsible for ensuring a safe venue. Any injury to staff during service is at the client's risk.

条款修改权 Right to Amend Terms

- 本公司保留在未事先通知的情况下更新、更改或调整以上服务条款的权利，最新条款将以公司正式发布版本为准。
We reserve the right to amend or update these terms without prior notice. The latest published version shall apply.

条款说明与确认 Acknowledgment & Confirmation

- 本公司将在客户下单前提供本服务条款供查阅。客户一旦确认下单，即表示已阅读、了解并同意本公司所有条款内容。若由他人代为下单，本公司同样视为客户本人已同意本条款。
These terms will be provided prior to order confirmation. By placing an order, customers are deemed to have read, understood, and accepted all terms. If ordered by a third party, the terms are still considered accepted by the customer.