

# Terms & Conditions

## Charlie's Catering Pte. Ltd.

Halal-Certified Corporate Catering | Singapore

Last updated: 22 April 2026

By placing an order with Charlie's Catering, you ("the Client") agree to be bound by the following Terms and Conditions. These terms apply to all catering packages offered, including Full Buffet Setup, Mini Buffet, and Bento packages. Please read them carefully before confirming your order.

## A. Full Buffet Setup — Terms & Conditions

### A1. Ordering & Booking

- Orders must be placed in increments of 5 guests.
- Orders must be placed at least 5 calendar days in advance of the event date.
- All bookings are subject to availability. An order is considered confirmed only upon receipt of written confirmation from Charlie's Catering.

### A2. Delivery & Set-Up

- For orders with a Full Buffet Setup, our delivery team will arrive 45 to 60 minutes prior to the stipulated meal time to complete table layout, skirting, and warmer set-up.
- Actual delivery timing may vary by  $\pm 30$  minutes from the stipulated time due to unforeseen circumstances such as weather conditions or traffic.
- First delivery slot: 8:00 AM. Deliveries requested before 8:00 AM are subject to an early delivery surcharge of \$50.00 (GST: \$54.50).
- Last delivery slot: 7:30 PM. Deliveries requested after 7:30 PM are subject to a late delivery surcharge of \$50.00 (GST: \$54.50).

### A3. Delivery & Set-Up Fees

- A standard Delivery & Set-Up Fee of \$80.00 (GST: \$87.20) applies per order.
- The Delivery & Set-Up Fee is waived for food orders totalling \$1,200.00 (GST: \$1,308.00) or above.
- An additional surcharge of \$10.00 (GST: \$10.90) applies for deliveries to the following locations, on top of the standard delivery fee:
  - Sentosa, Airline Road, Jurong Island
  - Orchard (Postal Codes 22–24), Bras Basah (Postal Codes 18–19)
  - CBD Areas with Postal Codes beginning with 01, 03–08, 17–19, 22, and 23
- A No-Lift Surcharge of \$60.00 (GST: \$65.40) per flight of stairs applies for locations without lift or ramp access, where food and equipment must be carried upstairs.

### A4. What's Included

- Full set of disposable wares and serviettes.
- Complete table layout with skirting and food warmers.

### A5. Collection & Food Safety

- Collection of equipment will be made 2 hours from the stipulated meal time.
- In accordance with the Singapore Food Agency (SFA) Guidelines for Ordering Catered Meals for Functions and Events, food must not be served or consumed more than 2 hours after the meal time.
- For food safety reasons, no takeaway containers will be provided. Guests and staff are advised not to take leftover food for consumption outside the event.

### A6. Changes & Cancellations

- Once an order is confirmed, no reductions in the number of guests (pax) or outright cancellations are permitted.
- Cancellation Policy: Should a cancellation be necessary, a minimum of 3 working days' notice prior to the event date is required. A cancellation charge of 50% of the total order value will apply regardless of notice given once the order is confirmed.

*△ Charlie's Catering reserves the right to make necessary substitutions to menu items. Clients will be informed of any such changes in advance.*

#### A7. Equipment & Property

- All equipment supplied by Charlie's Catering, including but not limited to tablecloths, warmers, and decorative props, remains the property of Charlie's Catering.
- The Client will be liable for any additional charges arising from damage to or loss of Charlie's Catering's equipment during the event.

### B. Mini Buffet & Bento — Terms & Conditions

#### B1. Ordering & Booking

- Orders must be placed in increments of 5 guests.
- Orders must be placed at least 5 calendar days in advance of the event date.
- All bookings are subject to availability and are confirmed only upon written confirmation from Charlie's Catering.

#### B2. Delivery Fees

- A standard Delivery Fee of \$40.00 (GST: \$43.60) applies per order.
- An additional surcharge of \$10.00 (GST: \$10.90) applies for deliveries to the following locations:
  - Sentosa, Airline Road, Jurong Island
  - Orchard (Postal Codes 22–24), Bras Basah (Postal Codes 18–19)
  - CBD Areas with Postal Codes beginning with 01, 03–08, 17–19, 22, and 23

#### B3. What's Included

- Full set of disposable wares and serviettes.

#### B4. Changes & Cancellations

- Once an order is confirmed, no reductions in the number of guests (pax) or outright cancellations are permitted.
- Cancellation Policy: A minimum of 3 working days' notice prior to the event date is required. A cancellation charge of 50% of the total order value will apply once the order is confirmed.

*△ Charlie's Catering reserves the right to make necessary substitutions to menu items. Clients will be informed of any such changes in advance.*

### C. General Terms (Applicable to All Packages)

#### C1. Halal Certification

- Charlie's Catering is a Halal-certified catering company. Our certification is issued by the relevant certifying authority in Singapore. A copy of our current Halal certificate is available upon request.

#### C2. Allergen Disclaimer

- All meals are prepared in a kitchen that handles allergens including, but not limited to: peanuts, tree nuts, eggs, dairy, soy, and wheat. While every care is taken, we cannot guarantee that any dish is free from trace allergens.
- Clients with specific dietary requirements or severe allergies are advised to inform Charlie's Catering in writing at the time of ordering. We will endeavour to accommodate requests but cannot guarantee complete allergen elimination.

#### C3. Payment

- Payment terms will be as stipulated in the order confirmation or invoice issued by Charlie's Catering.
- All prices stated are in Singapore Dollars (SGD). GST-inclusive prices are indicated where applicable.

#### C4. Limitation of Liability

- Charlie's Catering's liability in respect of any order shall be limited to the value of that order. We shall not be liable for any indirect or consequential loss arising from delays, substitutions, or service issues beyond our reasonable control.

**C5. Governing Law**

- These Terms and Conditions shall be governed by and construed in accordance with the laws of the Republic of Singapore. Any disputes arising shall be subject to the exclusive jurisdiction of the Singapore courts.

**C6. Amendments**

- Charlie's Catering reserves the right to amend these Terms and Conditions at any time. The version in effect at the time of your order confirmation shall apply to that order.

*For enquiries, please contact us at: [\[insert email / phone\]](#)*