



GASTROVALET

The Only Personal Chef & Luxury Villa Dine-In Service in Bali

PAYMENT AND RETURNS

PLEASE READ THESE PAYMENT AND RETURNS CAREFULLY BEFORE USING THIS SITE OR MAKING A BOOKING

A. PAYMENT

A.1 After you confirm your booking, you will receive an invoice from us acknowledging that we have received your order. Please note that this does not mean that your order has been secured. Acceptance of your order will take place as described in Clause A.2.

A.2 Your booking is secured if you have paid the deposit of 50%, and we send you a payment receipt confirming that your order has been accepted ("Secured Booking"). Sending of the payment receipt will form the contract between you and GastroValet.

A.3 A 50% deposit is required after we have sent the invoice. The deposit is calculated on the total estimated rates of the event; and the deposit must be paid maximum 14 days after the date of the invoice.

A.4 The remaining 50% will be payable upto 5 days prior to the event. If the payment has not been received by the due date without notification, we reserve the right to cancel it with 30% cancellation fee and the balance of the deposit will be return back to the client.

A.5 For rental Tableware damage Waiver by the amount of 50% from the total invoice or the full item's cost for Tablecloth and Napkins need to be settled before delivery or pick up of the items as guarantee in case of loss or damage. Should there are no damage, the full amount will be return back to you at the end of the event after the final check or by the next day at the latest. Tablecloth and Napkin will take at least 2 days after the event for laundry before we can give the final report. Any damage or loss of the rental items will be charged to client. The cost will be informed to you in advance upon confirmation.

A.6 We currently accept Cash, Bank transfer or PayPal. For PayPal we add 6% Paypal charges into your total invoice, with PayPal estimate exchange rates of Rp 13,000 for USD 1, or Rp 10,000 for AUD1.

A.7 All payment received is net hence the guest is responsible for the bank fee. All prices are net and already include gov tax, but does not include service charge. Your tip will be greatly appreciated by our staff.





GASTROVALET

The Only Personal Chef & Luxury Villa Dine-In Service in Bali

B. CANCELLATION AND RETURNS POLICY

B.1 If you wish to re-schedule an appointment after “Secured Booking”, please contact us and we will try to assist you in arranging a new time and/or date with the freelance staff. Please note that we will be unable to assist with arranging a new time and/or date with the freelance staff should your request to re-schedule your appointment be received by us less than 48 hours prior to your scheduled appointment.

B.2 If you are a consumer, you have a legal right to cancel your contract with the freelance staff, or your contract with GastroValet, within 14 days before the event (“Cancellation Period”). This means that if you change your mind or decide for any other reason that you do not want the service, you can notify us of your decision to cancel the contract between you and the freelance chef, or your contract with GastroValet and receive a full refund.

B.3 Should you wish to cancel your appointment, you need to contact us confirming that you wish to cancel your contract prior to the expiry of the Cancellation Period. To meet the cancellation deadline, it is sufficient for you to send us your notice that you wish to cancel the contract before the Cancellation Period has expired and we will provide you with a refund. The easiest way to contact us is by email at info@gastrovalet.com. Please note that should you cancel your appointment after expiry of the Cancellation Period then, at our discretion, we may charge a booking cancellation fee of 30% of the appointment charge. No refund for cancellation on the date of the event.

B.4 If you wish to contact us for any other reason, including should you have any complaints, you can contact us by e-mailing us at info@gastrovalet.com

C. CHANGES TO THESE TERMS

C.1 We may revise these Payment and Returns policy at any time by amending this page.

C.2 Please check this page from time to time to take notice of any changes we made, as they are binding on you.

C.3 We may revise these terms as they apply to your order from time to time to reflect changes in relevant laws and regulatory requirements

D. CHANGES TO OUR SITE

D.1 We may update our site from time to time, and may change the content at any time. However, please note that any of the content on our site may be out of date at any given time, and we are under no obligation to update it.





GASTROVALET

The Only Personal Chef & Luxury Villa Dine-In Service in Bali

D.2 We do not guarantee that our site, or any content on it, will be free from errors or omissions.

D. CONTACT US

D.1.1 To contact us, please email info@gastrovalet.com or Call/WA to +62 878 46818 498

