



GASTROVALET

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

TERMS AND CONDITIONS

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE USING THIS SITE OR MAKING A BOOKING

A. BOOKING TERMS AND CONDITIONS

A.1 GV Services allows you to book and pay for a broad range of services which are In Villa Dining Service, Staff Service (freelance Chefs/Barman/ Server handpicked by GastroValet), F&B Consultant and GV Dining Club.

A.2 All Payment has to be paid directly to GastroValet, and not to the staff. Children ages 10 and under are half price.

A.3 For In Villa Dining Service, final menu selections must be made no less than 7 (seven) days before the event. In the case of last minute bookings (fewer than seven days in advance) client agrees to send menu confirmation the latest 2 (two) days before the event. Menu changes within 2 (two) days of the event may result in an additional \$10 service charge per person (or a minimum of \$50 in total), in addition to any additional groceries that need to be purchased.

A.4 Final numbers for any event will be required no later than one week before the event at the very latest. All events will be charged as per final numbers, should they decrease or increase for any reason, GastroValet must be contacted immediately. Any increase in numbers two days prior to the event cannot be guaranteed due to preparation and supplier times.

A.5 Holiday rates are calculated at two (2) times the regular rate for chef and service staff charges. The following days or dates are considered holidays for this purpose:

- New Year's Eve (December 31)
- New Year's Day (January 1)
- Chinese New Year (Chinese calendar)
- Nyepi / Silent Day (Hindu calendar)
- EID/ Idul Fitri (Moslem calendar)
- Independence Day (August 17)
- Thanksgiving Day (fourth Thursday in November)
- Christmas Day (December 25)





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B. GENERAL

B.1 It is your responsibility to discuss any medical or health related issues in advance of the service such as food intolerances and allergies with GastroValet or your freelance Chef. If you are uncertain about whether or not a medical condition or health related issue is affected by the service you must seek medical advice from your doctor. Certain conditions will mean that you cannot have certain foods and it is at the freelance Chef's discretion to decide whether or not it is safe for the service to be completed for you. If you fail to disclose any medical condition or health related issue to the GastroValet or the freelance chef, neither GastroValet nor the freelance Chef shall be liable for any injury, loss or damage resulting from the service which could have been avoided had you disclosed the medical condition or health related issue before receiving the service.

B.2 GastroValet reserves the sole discretion to substitute seasonal or specialty grocery items because of availability, freshness or quality.

B.3 Beverage pouring service is limited to the sit-down dinner time unless otherwise contracted. For wine service before the dinner, multiple wine course pairings, or for full bar service, additional charges will apply.

B.4 For In Villa Dining service or Private Chef service, the GV team may arrive up to 1 (one) hour before event time in order to finish the preparation or to do any necessary set up for the service.

For staff hire on your event, the GV staff may arrive up to 30 minutes before the appointment in order to set up any necessary equipment for the service.

B.5 If you/your guests/your event are late for your service, your appointment time will be cut short or you can pay a surcharge hourly fee for the amount of extra hour(s).

B.6 The service may also be cancelled if the correct equipment is not available for the chef to use upon arrival. This includes, but not limited to a working oven, hobs and sufficient utensils for the chef to be able to undertake his or her service.

B.7 GastroValet will photograph food and table settings at each event for business and marketing purposes and these photos will be the property of GastroValet. We will be happy to share photos with you upon your request.

B.8 The client agrees to pay for any loss or damage to any equipment, crockery, cutlery or glassware supplied by GastroValet for the event, including any issues caused by the client's guests.

B.9 Prices for our menu and services are subject to change without notice. We reserve the right at any time to modify or discontinue the Service (or any part or content thereof) without notice at any time.





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C. OUR LIABILITY

C.1 If we fail to comply with these booking terms and conditions, we are responsible for loss or damage you suffer that is a direct and foreseeable result of our breach of these booking terms and conditions or our negligence. Loss or damage is foreseeable if it is an obvious consequence of our breach or if it was contemplated by you and us at the time we entered into this contract.

C.2 We do not in any way exclude or limit our liability for:

- (a) death or personal injury caused by our negligence; or
- (b) fraud or fraudulent misrepresentation.

C.3 Events outside our control

C.4 We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under these booking terms and conditions that is caused by an Event Outside Our Control. An Event Outside Our Control is defined below in Clause C.5 below.

C.5 An Event Outside Our Control means any act or event beyond our reasonable control, including without limitation strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, or failure of public or private telecommunications networks or impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport.

C.6 If an Event Outside Our Control takes place that affects the performance of our obligations under these terms:

- (a) we will contact you as soon as reasonably possible; and
- (b) our obligations under these booking terms and conditions will be suspended and the time for performance of our obligations will be extended for the duration of the Event Outside Our Control.





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D. CHANGES TO THESE TERMS

D.1.1 We may revise these terms and conditions at any time by amending this page.

D.1.2 Please check this page from time to time to take notice of any changes we made, as they are binding on you.

D.1.3 We may revise these terms as they apply to your order from time to time to reflect changes in relevant laws and regulatory requirements

E. CHANGES TO OUR SITE

E.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.

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

F. CONTACT US

F.1 To contact us, please email info@gastrovalet.com or Call/WA to +62 878 46818 498

