

# Terms & Conditions

**Effective Date:** May 1st, 2026

## 1. Acceptance of Terms

By accessing or using the website [www.catercraze.in](http://www.catercraze.in) and/or placing catering orders with Catercraze (“we,” “our,” or “us”), you agree to be bound by these Terms and Conditions (“Terms”).

These Terms govern your use of the website, corporate catering services, corporate lunch services, event catering, and any other services provided by Catercraze.

If you do not agree with these Terms, please do not use our website or services.

## 2. Services Provided

Catercraze provides:

- Corporate lunch delivery services across Gurgaon.
- Event catering for corporate meetings, parties, and conferences.
- Customised menu planning, setup, and on-site service support.
- Consultation and planning services for corporate events.

All services are subject to availability, seasonal menu changes, and the terms outlined herein.

## 3. Orders and Booking

### a. Placing Orders:

- Orders can be placed via our website, phone, or email.
- Clients must provide accurate and complete information, including company details, delivery address, dietary restrictions, and contact information.

**b. Confirmation:**

- All orders are confirmed only after Catercraze acknowledges receipt and provides a written or electronic confirmation.
- Any special requests, menu customisations, or event-specific instructions must be communicated in advance.

**c. Modifications and Cancellations:**

- Changes to confirmed orders must be requested as early as possible.
- Catercraze reserves the right to accept or reject modifications based on feasibility, menu availability, and scheduling.
- Cancellation policies vary depending on event size and notice period. Refunds, if applicable, will be processed per our cancellation policy communicated at the time of booking.

**4. Payment Terms**

- Payments can be made via online payment gateways, bank transfer, or as agreed in written contracts.
- Full or partial advance payment may be required to confirm orders.
- Prices listed on the website are indicative and may change based on menu customisations, order size, or special event requirements.
- Catercraze reserves the right to suspend or cancel services if payments are not received as per the agreed terms.

**5. Delivery and Service Execution**

- Delivery times are estimates and may vary due to traffic, weather conditions, or unforeseen circumstances.
- Catercraze will make reasonable efforts to ensure timely delivery and setup for events, but is not liable for delays beyond its control.
- Clients are responsible for providing access to the delivery location and any facilities required for setup.

- Any damage to property or facilities during delivery or service will be addressed on a case-by-case basis.

## **6. Food Safety and Dietary Responsibility**

- Catercraze adheres to strict food safety and hygiene standards in preparation, storage, and delivery.
- Clients must inform Catercraze of dietary restrictions, allergies, or special requirements at the time of booking.
- Catercraze is not responsible for adverse reactions or health issues resulting from the consumption of food if dietary instructions are incomplete or inaccurate.

## **7. Intellectual Property**

- All content on the website, including text, images, menus, videos, logos, and branding materials, is the intellectual property of Catercraze unless otherwise indicated.
- Users may not copy, reproduce, distribute, or use any website content without prior written consent.
- Trademarks, service marks, and logos displayed are owned by Catercraze or respective third-party owners.

## **8. Website Use**

- Users agree to use [www.catercraze.in](http://www.catercraze.in) lawfully and responsibly.
- Users shall not upload, post, or transmit any content that is unlawful, harmful, defamatory, or infringes on third-party rights.
- Catercraze reserves the right to restrict or block access to users violating these Terms.

## **9. Limitation of Liability**

- Catercraze, its directors, employees, and partners shall not be liable for any direct, indirect, incidental, or consequential damages arising from:
  - Use of the website or reliance on content.

- Errors or inaccuracies in menus, pricing, or service information.
- Delays, cancellations, or disruptions in catering services due to unforeseen circumstances.
- Clients agree that all services are provided at their own risk, and Catercraze's liability is limited to the extent permitted by law.

## **10. Force Majeure**

- Catercraze shall not be liable for any failure or delay in performing its services caused by circumstances beyond its reasonable control, including but not limited to:
  - Natural disasters, floods, earthquakes, or extreme weather conditions.
  - Transportation delays, accidents, or traffic disruptions.
  - Pandemics, government restrictions, strikes, or labour disputes.
- In such cases, Catercraze may reschedule or adjust services as needed without liability.

## **11. Privacy and Data**

- Use of Catercraze services may involve the collection of personal information such as name, company details, contact information, and dietary preferences.
- All personal information is handled in accordance with our **Privacy Policy**, which is incorporated herein by reference.

## **12. Governing Law and Jurisdiction**

- These Terms are governed by and construed in accordance with the laws of India.
- Any disputes arising from the use of the website or services will be subject to the exclusive jurisdiction of the courts in Gurugram, Haryana.

## **13. Amendments to Terms**

- Catercraze reserves the right to update, modify, or revise these Terms at any time without prior notice.
- Updated Terms will be posted on the website with a revised “Effective Date.”
- Continued use of the website or services constitutes acceptance of the updated Terms.

#### **14. Contact Information**

For questions, clarifications, or concerns regarding these Terms and Conditions, please contact:

##### **Catercraze**

Phone: 9953503471

Email: [caterrcraze@gmail.com](mailto:caterrcraze@gmail.com)

Address: Amber 50, second floor, Emerald Hills, Sector 65, Gurgaon 122101

Website: [www.catercraze.in](http://www.catercraze.in)