

Terms & Conditions

1. Deposits

- To secure your High Tea Package a 25% deposit is to be paid at the time of reserving your event with a minimum of 7 days' notice.
- All booking inquiries that have not paid a deposit are considered tentative and are subject to the "First come first served" policy.
- If you have a tentative booking and another party interested in the same date pays their deposit first, you may lose the spot.

Note: Payment of the holding deposit is the only way to secure a booking

2. Refunds & Cancellations

- When you pay a deposit, we no longer accept requests from other potential clients (for the services you have reserved).
- To protect our business from potential loss of income and to compensate for the time and expense devoted to the transaction, Café René will retain a deposit due to cancellation.

Note: This policy is the same across the entire events industry.

3. Final Guest Numbers and Payment

- Should the number of the final guests change, you will agree to notify our team at least 5 days before the event.
- If guests cancel between 5 and 3 days before the event, a 10% fee will apply per person.
- If your guests cancel before the event, the entire amount is payable even if they are not attending. (48 hours)
- Charges will be based on these numbers provided. Additional guests attending the event will be charged accordingly.
- The balance must be paid in full by the organiser at least 3 days before the date of your event or function unless alternative arrangements have been made.

Note: Failure to do so will result in the loss of your booking and deposit.

4. Dietary Requirements

It is your responsibility as the organiser and the responsibility of your guests to disclose any food allergies or dietary requirements. We cater for vegetarian and offer limited gluten-free options. Due to the traditional French recipes we use, dairy-free and vegan options are not available.

Note: that gluten-free options are available at a surcharge to accommodate preparation

Acceptance of our terms & and conditions is required to proceed with a booking.