

Jasmin's Canapes Booking Policy

IMPORTANT BOOKING NOTICE – PLEASE READ

To avoid any confusion or misunderstandings, please be aware of our booking procedure:

1. YOUR BOOKING IS ONLY CONFIRMED ONCE AN INVOICE NUMBER HAS BEEN ISSUED.

An enquiry, email, message or discussion about a date does **not** mean your order has been confirmed.

2. NO CONFIRMATION = NO BOOKING

If you have not received a confirmation email/message and invoice from us, please do not assume your order has been booked.

3. DEPOSIT / PAYMENT

Where a deposit or payment is required, your booking is not secured until this has been received.

4. PLEASE CHECK YOUR BOOKING

It is the customer's responsibility to contact us if you are expecting an invoice or confirmation and have not received one.

5. 24-HOUR CONFIRMATION CHECK

We ask **ALL customers to call us at least 24 hours before their event/collection** to confirm that all details, timings and requirements are correct and in place.

We receive a very high volume of catering enquiries every day, so these procedures are extremely important and help us make sure every confirmed order is prepared correctly and on time.

PLEASE REMEMBER:

 No invoice number = No confirmed booking

 Required deposit/payment must be received

 Call 24 hours before your event to reconfirm

Thank you for your understanding and for helping us keep everything running smoothly.

Jasmins Canapés