

NEON PHALIRON



Event Catering Terms & Conditions

The following Terms & Conditions apply to all catering services provided by *ADELFOI ANTONIOU ESTIATORIA LIMITED*, through its restaurant Neon Phaliron, for private and corporate events. By confirming a booking and proceeding with our services — either directly or through a third party such as an event planner or venue — the client acknowledges and accepts these Terms & Conditions in full.

The provisions below outline, among other things, the responsibilities, payment terms, service conditions, and liability limitations associated with our catering services.

Throughout this document, references to “restaurant”, “the restaurant”, “our team”, or “our company” all refer to the service provider, *ADELFOI ANTONIOU ESTIATORIA LIMITED*, and its authorised staff.

I. Menu, Availability & Guest Confirmation

- Menu changes and equipment adjustments are welcome. Final changes must be submitted no later than 14 days prior to the event.
- The final number of guests must also be confirmed 14 days before the event. All charges will be calculated based on this confirmed number. No changes will be accepted after this deadline.
- Menu items are subject to change based on seasonality and availability of ingredients. Reasonable substitutions may be made without prior notice.
- Children under the age of 3 years dine free of charge.
- Children aged 3 to 12 years will be charged 50% of the full menu price per person, plus the full cost of the non-alcoholic beverage package (non-discounted).
- Guests aged 13 to 17 years will be charged the full adult price for both the menu and the non-alcoholic beverage package.
- For events where the restaurant provides a sample buffet menu (such as weddings, but not limited to these), it is our policy that the overall structure of the menu must remain unchanged. This includes the intended balance of proteins, vegetables, starches, and side dishes.
 - While changes and substitutions are welcome, they must be like-for-like — for example, a protein may only be replaced with another protein, and a vegetable dish with another vegetable.
 - Replacing protein-rich dishes with lighter or less substantial options (e.g. only salads or vegetables) is not permitted, as this may compromise portioning, guest satisfaction, and the overall menu balance.
 - If the client wishes to include vegetarian, vegan, or other dietary-specific options, these may be added in addition to the existing menu, not in place of other dishes.
 - All substitutions are subject to written approval by the restaurant to ensure balanced menu structure, appropriate portioning, and overall guest satisfaction.

NEON PHALIRON



2. Payments

- A 25% non-refundable prepayment is required upon booking to confirm the event.
- A second prepayment of 55% of the estimated total cost is due 14 days prior to the event, upon confirmation of the final guest count.
- The remaining 20% balance must be paid within 3 working days after the conclusion of the event.
- Late payments beyond the 3-day deadline will incur a 5% surcharge on the outstanding balance, applied weekly until full payment is received.

3. Cancellations

- Cancellations made more than 72 hours before the event are non-refundable, but the amount paid will be redeemed in the form of restaurant vouchers, valid for future use. No cash refunds will be issued.
- Cancellations made within 72 hours of the event are non-refundable in any form.

4. Force Majeure

- The restaurant shall not be held liable for any failure or delay in performance of its obligations due to events beyond its reasonable control, including but not limited to: natural disasters, weather conditions, strikes, government restrictions, pandemics, equipment failure, or other unforeseeable circumstances. In such cases, any prepayments may be rescheduled or credited at the restaurant's discretion.

5. Food Tasting Policy

- A complimentary food tasting session for two persons is available once the event booking has been confirmed and the initial prepayment (commitment fee) has been received.
- The tasting items will be selected at the restaurant's discretion from dishes available on the à la carte menu and may not represent the full scope of the event buffet menu.
- The purpose of the tasting is to allow the client to experience the overall quality and style of our food, rather than to preview every specific item offered at the event.
- If a food tasting is requested prior to confirming the event with a prepayment, a charge of €50 per person will apply. Should the client proceed with booking the event after the tasting, the total tasting charge will be deducted from the final event invoice.
- Tastings are subject to availability and the restaurant reserves the right to refuse such requests at its discretion.

6. Equipment & Property Use

- All restaurant equipment must be stored safely at the client's property during the event.
- The client is responsible for any loss, damage, theft, or misuse of restaurant property, including equipment, glassware, and tabletop items.
- The event area must be cleared of any client-owned furniture or equipment prior to the restaurant team's arrival. The restaurant team is not responsible for moving any of the client's belongings.

7. Third-Party Collaborators (e.g. Entertainers, Vendors, Event Personnel)

- The restaurant is not responsible for providing food or beverages for third-party collaborators (such as entertainers, florists, event planners, photographers, lighting & sound teams, etc.).
- Should the organiser wish to provide food for such collaborators, please inform us of the number of staff involved at least 14 days before the event.
- In such cases, we can offer either a separate crew menu or apply a discounted rate to the standard menu.

NEON PHALIRON



- These staff members will be served only after the guests have been served, and not before the start of the event.
 - Any required equipment for third-party collaborators must be arranged and provided by the organiser.
8. Bar Service
- Bar opening and closing hours must be agreed upon in advance. Additional charges may apply for extended service periods.
 - As a standard arrangement, bar service will begin one hour before the agreed buffet opening time, and continue until the agreed end time and no later than 02:00 AM.
 - Additional charges may apply for extended bar service beyond the agreed time frame (see section 11).
 - Unopened bottles of spirits provided by the restaurant may be returned after the event, subject to inspection. Bottles must have intact seals and labels and be in good condition. The restaurant reserves the right to approve returns, and approved returns will not be charged. This policy does not extend to any client-provided items under Section 14.
9. Pricing Validity
- This offer is valid for 90 days from the date of issue.
 - All prices are inclusive of taxes.
 - After the 90-day period, or in the case of market-driven price changes, the restaurant reserves the right to issue a revised proposal with updated rates, without prior notice.
10. Buffet Duration & Food Safety
- The buffet opening time must be agreed upon in advance.
 - For food quality and safety assurance, buffet service will remain available for a maximum of 2 hours from the agreed opening time. After this time, any remaining food might be removed by the service team.
 - This applies regardless of hot-holding equipment used (e.g. chafing dishes, rechauds).
 - This rule does not apply to late-night snacks, which are considered an optional add-on.
 - If selected, late-night snacks will be offered for a reasonable period after being served, and not displayed for extended durations. Service of these snacks typically takes place closer to the end of the event.
11. Service Hours & Staff Overtime
- The quoted fee includes up to 10 hours of labour for service and bar personnel, with service concluding no later than 02:00 AM.
 - Staff working hours begin at least 4 hours before the agreed buffet opening time, to allow time for setup and preparation.
 - This setup period is counted within the 10-hour working timeframe but does not involve guest-facing food or beverage service.
 - Guest-facing food and beverage service will begin no earlier than the agreed event start time, unless otherwise approved in writing. Early arrival of guests does not alter this arrangement.
 - Buffet service duration remains independent of the overall service time and is strictly limited to 2 hours for quality assurance.
 - Any requested staff presence or services beyond 10 hours or after 02:00 AM will be charged as follows: €250 per hour for open bar service, €15 per hour, per service staff member.
 - The restaurant is not obliged to provide disposable takeaway containers for leftover food items after the event. Such provision is not generally offered for large-scale events (i.e. events with more than 50 guests). If requested for smaller events, it must be

NEON PHALIRON



approved in writing in advance and may be subject to additional charges. The restaurant reserves the right to decline such requests at its discretion.

12. Event Décor

- The decoration of the dining room or event space is the sole responsibility of the organiser.
- The restaurant does not provide décor or styling services unless previously agreed upon in writing.

13. Exclusivity of Food & Beverage Services and Vendor Responsibility

- To ensure the highest standards of quality, service consistency, and compliance with regulatory requirements, the restaurant must be the sole provider of all food and beverage services at the event.
- The use of any third-party vendors (including but not limited to: mobile bars, dessert stations, late-night/early morning snack providers, or other catering services) is strictly prohibited, unless explicit written approval is granted by the restaurant.
- This exclusivity policy applies to all food and beverage services provided on the day of the event, both at the event venue and at any other location associated with the event (e.g. the groom's or bride's residence, pre-event gatherings, or after-parties). This includes, for example, customary practices such as 'Zomata' or 'Allamata'. These references are included strictly as illustrative examples and do not imply permission or acceptance.
- Should the client engage additional food or beverage vendors without written approval, the client accepts full responsibility for any consequences, including but not limited to: guest health issues, reputational damage, or legal claims.
- The client further acknowledges that it may be impossible to determine liability in cases involving multiple food providers, and therefore the restaurant shall be held harmless from any claims or damages not directly related to its own services.
- If an unauthorised vendor is identified on the event day, the restaurant reserves the right to:
 1. Immediately withdraw services and staff from the venue,
 2. Remove its equipment, and
 3. Document the incident for internal and legal purposes.
- No refunds will be issued in such cases, and the restaurant shall be held harmless from any claims, damages, or legal liability resulting from food or beverage consumption not provided directly by our team.
- For events held at event venues, the venue operator is responsible for verifying that all food and beverage vendors present are properly licensed and authorised to operate under local regulations.
- For events held at private residences or other non-commercial spaces, the client assumes this responsibility.
- This requirement also extends to event planners or coordinators involved in the event's organisation.

14. Client-Provided Beverages (Upon Approval)

- In cases where the restaurant provides written approval for the client to supply their own alcoholic or non-alcoholic beverages (e.g. spirits, soft drinks), the client assumes full responsibility for the storage, chilling, and service of these items.
- The client must ensure the availability of suitable chilling equipment such as coolers, chillers, and ice. The restaurant is not responsible for supplying or managing ice, refrigeration, or presentation for client-provided beverages.

NEON PHALIRON



- This exception does not waive the restaurant's right under Section 13 to be the exclusive provider of food and beverages unless written consent is granted. All other terms related to food safety, liability, and service withdrawal still apply.

15. Event Photography & Videography

- Unless explicitly requested otherwise in writing by the client, the restaurant reserves the right to photograph and/or film food presentations, buffet setups, and venue arrangements for use in promotional materials, social media, or portfolio development.
- No photographs or video footage containing identifiable guests will be used without the express consent of the individuals involved.

16. Client Premises & Equipment Use

- In cases where the restaurant operates at a private residence or non-commercial venue, the client is responsible for the safety and suitability of any furniture, equipment, or facilities made available for service (e.g. tables, power outlets, coverings).
- The restaurant will take reasonable care in using such items, but shall not be held liable for accidental damage or wear and tear to property not owned by the restaurant.

17. Acceptance of Terms

- By confirming a booking and proceeding with our catering services — whether directly or through an intermediary such as an event planner, coordinator, or event venue — the client is deemed to have read, understood, and agreed to these Terms and Conditions in full.
- Any event venue or third-party organiser that collaborates with our company also agrees to these Terms and Conditions and is responsible for communicating them to their clients when our services are included in the offering.
- Failure to comply with these Terms may result in cancellation of services without refund.

18. Limitation of Liability

- The restaurant shall not be liable for any indirect, incidental, or consequential damages arising from its performance under these Terms & Conditions. This includes, but is not limited to, loss of enjoyment, emotional distress, reputational harm, business losses, or claims by third parties.
- The restaurant's total liability for any claim, whether in contract, tort, or otherwise, shall not exceed the total amount paid by the client for the catering services related to the specific event.