



Hello **Phatron**,

I'm your dedicated Point of Contact (POC) for order coordination, here to ensure your event runs smoothly. Feel free to reach out to me with any requests or questions you may have.

Please take note of the following terms:

- 1) Please take a moment to review our terms and conditions outlined on our website at <https://ohieo/terms>. And "[frequently asked question](#)" Familiarizing yourself with these terms will ensure that you are fully aware of the policies and guidelines associated with our services. If you have any questions or concerns regarding these terms, please don't hesitate to reach out to us for clarification.
- 2) Catering service setup typically takes 45 minutes from the scheduled arrival time. We kindly ask that you plan your buffet serving accordingly. Please note that our catering staff will not serve table to table; instead, catering services will be available from the buffet area.
- 3) The allotted time for catering is 2.5 hours after table setup. However, regardless of the start time, our catering services will conclude at 10 PM. Please plan your event timeline accordingly
- 4) We recommend checking all items before the start of your event. Additionally, we advise against keeping food for extended periods, as our dishes are freshly prepared and have a recommended consumption window of 6 hours post-preparation.
- 5) If your event includes any live cooking, as promised by our sales representative, we kindly ask you to reconfirm with us to ensure the smooth processing of the live cooking station. Additionally, we recommend obtaining necessary permissions from your society to avoid any waiting periods. For safety measures, please note that we carry fire equipment, gas, and other commercial-grade equipment. It is essential for the client to provide a proper pantry area for our use.
- 6) Our Stewards will not do housekeeping i.e floor cleaning, we request customers to have arrangements for the after the event.
- 7) The food provided for the event is solely owned by you, including items such as gravy, rotis, and main course dishes. We kindly request that you arrange for the collection of any leftover food by your relatives or acquaintances. Please ensure that your acquaintances are prepared to collect the leftover food promptly after the event if they wish to take it. Any remaining food will be disposed of or donated, depending on its condition and our schedule.
- 8) No disposables will be provided after the event. Any disposables included in the event arrangement are accounted for based on our requirements, and any remaining items will be retrieved. This includes tissue paper, cups, and other disposable items.
- 9) **Additional service note:** If there are any items that you wish to serve on the same table, please provide your utensils for those items. They will be placed on the table for serving if space allows. In this case, our table will be shared for any external use.
- 10) Our stewards are not trained professionals tasked with evaluating the quality of the food. Therefore, we kindly request that you refrain from asking them to taste or assess the food. Should you have any concerns or complaints regarding the food quality, please reach out to us directly through our customer support or your designated Point of Contact (POC). They are responsible for addressing and resolving any issues or complaints you may have regarding the food or any other aspect of our service. Your feedback is valuable to us, and we are committed to ensuring your satisfaction with our offerings.
- 11) Last minute item replacement is not possible, In those cases please contact your POC for resolution.
- 12) Please note that our stewards are not responsible for carrying or transporting leftover food to your home. This policy is strictly enforced.

- 13) If your event is arranged in a private residence or enclosed venue, live cooking activities will not be performed. We appreciate your understanding and cooperation in these matters.
- 14) Our stewards and company cannot be held responsible for any damages incurred if the event is held in a private residence. We advise against allowing any cooking or cleaning activities in your personal kitchen, as it is prohibited and not encouraged.
- 15) Furthermore, if your event involves any alcohol/ drug or any other substances, please be aware that we strictly adhere to our policy of providing food services only. We do not serve alcohol or engage in such activities. Please refrain from pressuring our stewards to participate in any such activities. Our company cannot be held liable for any illegal activities performed during the event, and such matters will be reported to the authorities if necessary.
- 16) We want to clarify that we do not encourage or endorse tipping for our stewards. It is entirely at your discretion and goodwill if you choose to do so. However, if a steward attempts to solicit tips or engage in any behavior related to tipping that makes you uncomfortable, please inform us immediately. We will take prompt action to address the issue. Your satisfaction and comfort are our top priorities, and we strive to ensure a pleasant experience for all our clients.
- 17) After your event, we kindly request that you rate our service. Our steward will be available to collect your feedback.

Thank you for choosing us to be a part of your event. We look forward to serving you!

Best regards,
OHIEO TEAM