Mallorca Catering
General Terms & Conditions of Service

Version Date: 01 March 2026

Welcome
Thank you for choosing Mallorca Catering for your event. We look forward to delivering an exceptional culinary experience for the client and their guests. The following Terms & conditions outline the agreement between Mallorca Catering and the client to ensure the event is delivered smoothly and professionally.

1. Our Commitment
Mallorca Catering is committed to delivering a professional catering service and creating service and creating a memorable experience for the client and their guests. With over 26 years experience catering events across Mallorca, Mallorca Catering strives to provide the highest Standards of food quality, service and organisation.

2. Booking Confirmation & Payment Terms
A non refundable reservation deposit of 50% of the total quoted amount is required to confirm the booking. The remaining balance must be paid no later than 21 days prior to the event date. Failure to pay by the due date constitutes cancellation by the client and releases Mallorca Catering from any obligation to provide services. The deposit remains non refundable.

3. Guest Numbers
Final guest numbers must be confirmed no later than 21 days prior to the event. If numbers decrease below those outlined in the original quotation Mallorca Catering reserves the right to charge based on the confirmed number or minimum quoted number.

4. Menu Selection & Dietry Requirements
The client must notify Mallorca Catering in writing at least 21 days prior to the event of all allergies or dietary requirements. While precautions are taken Mallorca Catering cannot guarantee the complete absence of all trace allergens.

5. Event Schedule & Service Duration
Standard service normally includes a 1.5 hour drinks service during which canapés will be served for a period of 1 hour, 2.5 hours dinner service and 3 hours of open bar service unless otherwise agreed. Events extending beyond agreed times may be subject to additional charges.

6. Venue Requirements & Access
Pricing assumes the venue provides suitable electricity, running water and working conditions. The client must ensure sufficient access for setup and service.

7. Venue Restrictions & Local Regulations
Mallorca Catering cannot be held responsible for venue or authority restrictions including curfews, noise limitations or power restrictions. Service logistics may be adapted where necessary.

8. Equipment, Delivery & Collection
Where included, table setup may include tables, chairs, linens, crockery, glassware and cutlery. Equipment is typically delivered the day before and collected the following working day.

9. Staff and Service
Staff numbers are determined according to the event size and service style. Mallorca Catering reserves the right to refuse alcohol service where guests behaviour presents a safety risk.

10. Supplier Coordination
Mallorca Catering will cooperate reasonably with the event planner, venue management and other suppliers to support the smooth operation of the event. Mallorca Catering cannot be held responsible for delays or service adjustments resulting from the actions Of other suppliers.

11. External Food & Beverages
No third party food or beverages may be served unless agreed in writing.

12. Supplier Meals
If catering is required for external suppliers this must be agreed in advance and will be charged at a supplier meal rate.

13. Weather & Outdoor Events
Mallorca Catering cannot be held responsible for adverse weather affecting outdoor events.

14. Heat & Food Saftey
Due to summer temperatures Mallorca Catering reserves the right to adjust service style or timing to maintain food/drink safety and quality.

15. Event Delays

Mallorca Catering cannot be held responsible for delays caused by late arrivals, venue restrictions or other suppliers. Extended service may be subject to additional charges.

16. Damage, Loss & Breakage
The client is responsible for damage or loss of equipment caused by guests or suppliers.

17. Force Majeure
Mallorca Catering shall not be held liable for failure to perform obligations due to circumstances beyond reasonable control such as extreme weather, natural disasters, transport disruption or government restrictions.

18. Liability & Insurance
Mallorca Catering maintains appropriate public liability insurance. Liability is limited to the value of the service provided.

19. Data Protection
Personal data is processed solely for the purpose of managing catering services in accordance with the European data protection law.

20. Event Abandonment / Non Communication
If the client becomes unresponsive for more than 15 days regarding essential planning information Mallorca Catering reserves the right to treat the booking as abandoned and release the event date.

21. Governing Law
These terms & conditions are governed by the laws of Spain and subject to the jurisdiction of the courts of the Balearic Islands.

22. Good Faith Communication
In the event of concerns regarding the services provided the client agrees to the communication with Mallorca Catering in good faith to allow an opportunity for resolution

23. Acceptance of Terms
Payment of the reservation deposit constitutes full acceptance of these Terms & Conditions. The person signing confirms they are authorised to enter this agreement and that the quotation, menu details and terms have been read and understood.

Client Agreement

Client 1 Name: _____
Signature: _____
Client 2 Name: _____
Date: _____

Mallorca Catering Representative: _____
Signature: _____
Date: _____

Contact Information
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