



Terms & Conditions



Catering Terms and Conditions

These Terms and Conditions apply to all catering services provided by La Condesa Restaurant HCL & DoubleTree by Hilton. By confirming a booking, the client agrees to comply with the policies outlined below.

Deposits

- All bookings require a non-refundable deposit of \$800 to secure the event date.
- The event date will not be confirmed until the deposit is received.
- The deposit will be applied toward the total event balance.
- The final invoice will be issued within 10 days after the event.

Menu & Food and Beverage Selection

- Final menu selections and all food and beverage choices must be confirmed at least 21 days prior to the event.
- Menu changes requested after this deadline are subject to ingredient availability and may incur additional charges.
- Seasonal ingredients may be substituted when necessary while maintaining the integrity of the menu.

All food and beverage charges are subject to:

- 5% GST
- 7% PST
- 18% service charge

Charges do not apply to children under 3 years of age.

Outside Food Exception – Wedding Cakes

- Exceptions may be made only for wedding cakes.
- La Condesa Restaurant HCL assumes no responsibility for the quality, safety, handling, or allergen content of any outside food items.
- Our team is not responsible for cutting, plating, or serving the cake unless this service is requested in advance and confirmed in writing.
- If cake cutting and serving assistance is required, an additional service fee will apply.
- La Condesa Restaurant will not be held liable for allergies, food safety concerns, or other issues related to outside cakes provided by the client.
- Events held outside DoubleTree or La Condesa facilities requiring china plates or specialty service ware will incur additional charges.

Guaranteed Number of Guests

- The final guaranteed number of guests must be confirmed 21 days prior to the event.
- The final invoice will be based on the guaranteed number of guests or the actual number served, whichever is greater.
- Food preparation will be based on the confirmed number of guests.
- While reasonable efforts will be made to accommodate last-minute requests, modifications within this timeframe cannot be guaranteed.
- Any changes requested within 3 days prior to the event may be subject to additional charges and availability.

Payments for Events

- The remaining balance must be paid in full 48 hours prior to the event date, unless otherwise agreed in writing.
- All events require credit card authorization for deposits and final payment unless a direct billing account is established.
- Accepted payment methods:
 1. Credit Card
 2. E-Transfer
 3. Approved payment arrangements
- Failure to complete payment may result in cancellation of services.
- Weddings and private events must be paid in full 3 business days prior to the event date.



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Cancellation Policy

- All cancellations must be submitted in writing.
- Cancellation fees:

Time Before Event	Fee
More than 15 days	25% of total event cost
8–14 days	50% of total event cost
3–7 days	75% of total event cost
Less than 24 hours	100% of total event

- Additional charges may include:
 1. 100% of labor costs if cancelled less than 24 hours prior
 2. 100% cost of custom or special food orders

Allergies and Dietary Restrictions

- Clients must provide the first and last names of attendees with anaphylactic allergies along with specific allergens at least 21 days prior to the event.
- This includes guests who are:
 1. Celiac
 2. Vegetarian
 3. Vegan
- Dietary requests not submitted or not included on the confirmed list may not be eligible for a special meal.
- While precautions are taken, our kitchen handles ingredients that may include common allergens. A completely allergen-free environment cannot be guaranteed.

Liquor Service

- La Condesa Restaurant HCL & DoubleTree reserve the right to refuse alcohol service to intoxicated or disruptive guests.
- Under the BC Liquor License Act, outside alcohol is strictly prohibited at catered events.
- All alcohol served must comply with provincial regulations and venue policies.

Security

- For large events or those serving alcohol, the client may be required to provide security personnel as per venue policies or regulations.
- La Condesa Restaurant HCL & DoubleTree reserve the right to retain security for any event with guests over 19 years old, with associated costs added to the event invoice.

Fees and Additional Charges

- Additional service fees may apply for:
 1. Extended service hours
 2. Additional staff
 3. Special equipment rental
 4. Last-minute guest increases
 5. Custom menu requests
 6. Event setup and breakdown
 7. Travel outside service areas
- All additional costs will be communicated in advance. Additional charges may include:
 1. \$150 minimum cleaning fee for excessive cleanup (confetti, popcorn, décor, etc.)
 2. \$50 per hour per staff member for service beyond booked event time
 3. Statutory holiday or overtime charges
 4. Charges for loss or damage to premises
- All applicable fees will be outlined in the event quote.



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Exclusive Catering Policy

- La Condesa Restaurant will be the exclusive supplier of all food and beverage items for catered events held within DoubleTree by Hilton facilities.
- Outside food or beverages are not permitted, except as noted below.

Minimum Food & Beverage Spend

- La Condesa Restaurant may require a minimum food and beverage expenditure.
- If the minimum is not met, the difference will be charged to the client.

Decorations & Open Flame Policy

- All decorations must be approved in advance.
- Items such as confetti, glitter, smoke machines, sparklers, nails, adhesives, or open flames may be restricted or subject to additional charges.

Event Overtime

- Events exceeding the agreed booking time will incur \$50 per hour per staff member, billed in one-hour increments.

Facility Policies

- Clients are responsible for complying with all venue rules and regulations.
- Any damage caused by guests or vendors will be the responsibility of the client.

Vendor Responsibility

- La Condesa Restaurant HCL & DoubleTree are not responsible for the performance or conduct of third-party vendors, including:
 1. DJs
 2. Photographers
 3. Event planners
 4. Decorators
 5. Bands
- All vendors must comply with venue policies, insurance requirements, and event schedules.
- La Condesa Restaurant HCL & DoubleTree reserve the right to refuse access to vendors not meeting these requirements.

Damage Deposit

- A refundable damage deposit may be required depending on the size and nature of the event.
- The deposit will be returned within 5 business days if no damage or excessive cleaning is required.
- Any damage to equipment, furniture, linens, décor, or facilities will be deducted from the deposit.

Photography Release

- La Condesa Restaurant HCL reserves the right to photograph events for promotional purposes, unless the client requests otherwise in writing prior to the event.

Force Majeure

- La Condesa Restaurant HCL & DoubleTree by Hilton shall not be liable for failure to perform services due to circumstances beyond reasonable control, including but not limited to:
 1. Natural disasters
 2. Government restrictions
 3. Severe weather
 4. Power outages
 5. Public emergencies
 6. Acts of terrorism
 7. Fire or flood
 8. Public health emergencies
 9. Social distancing or quarantine restrictions
 10. Strikes, lockouts, or civil unrest
- Reasonable efforts will be made to reschedule the event when possible.