

## HELLO GREEN GRUB Catering Terms & Conditions | 2026

### 1. Ordering Process

All catering orders should be placed directly through our trusted service provider.

- **Custom Requests:** If you have questions regarding our ingredients or wish to discuss a bespoke, "one-off" menu item not currently advertised, we would love to hear from you. Please contact us directly to discuss your vision.
- **Third-Party Terms:** Please note that orders are also subject to our service provider's specific terms and conditions as outlined below.

### 2. Minimum Order Requirements

To ensure the highest quality of service, the following minimums apply:

- **Catered Events:** Includes central Tokyo delivery, table decoration/set-up, professional service staff, and post-event breakdown/cleanup.
  - *Minimum Order:* **¥100,000** (Inclusive of tax)
- **Catering Trays & Boxes:** Includes central Tokyo delivery.
  - *Minimum Order:* **¥30,000** (Inclusive of tax)

### 3. Lead Times

To allow us time to source the freshest ingredients, please adhere to the following deadlines:

- **Catered Events:** Minimum **10 days** prior to the event date.
- **Trays & Boxes:** Minimum **5 days** prior to the delivery date.

### 4. Payment Terms

We accept Cash, Credit Card, or Electronic Bank Transfer.

- **Bank Transfers:** Must be completed during regular business hours on the day of the event.
- **Settlement:** All payments are due in full on the day of service.

### 5. Delivery Zones

Complimentary delivery is included for orders within Central Tokyo. For locations outside these wards, an additional delivery fee may be applied.

**Included Wards:** Minato, Chuo, Setagaya, Shinjuku, Chiyoda, Shibuya, and Shinagawa.

## **6. Cancellation/Changes Policies**

A lot of love and preparation goes into our food. Because we source fresh, seasonal ingredients specifically for your order, the following cancellation fees apply:

**5+ Days Notice** - No charge

**2-4 Days Notice** - 50% of total fee

**Within 24 Hours** - 100% of total fee (non-refundable)

### **Changes to final guest numbers (existing bookings)**

We are happy to accommodate changes to your guest count up to **3 days prior** to your event. Please note that once food orders and preparations have begun after this deadline, charges will be based on the original number of guests booked.

## **7. Our Kitchen Facility**

We are proud to own and operate an almost perfect vegan production facility. But please note that for legal reasons and to be fully transparent we cannot absolutely guarantee the total absence of non-vegan traces, despite our best efforts and dedicated plant-based heart.