

BEST OF THE WURST

Refund & Cancellation Policy

Booking Confirmation and Deposit

A non-refundable deposit (amount as stated on your invoice) is required to confirm your booking. Your booking is secured once the deposit is received and acknowledged in writing.

Cancellation by the Client

More than 14 days' notice: Payments made (excluding the non-refundable deposit) will be refunded.

7–14 days' notice: 50% of the total catering fee will be payable. Partial refunds will be issued if a larger payment has been made.

Less than 7 days' notice: No refund will be issued due to food, staffing, and logistics already being arranged.

Event Rescheduling

Bookings may be transferred to a new available date at no charge with at least 7 days' notice. Rescheduling within 7 days of the event may incur a date-change fee to cover preparation and staffing costs.

Cancellation by Best Of The Wurst

If we must cancel due to unforeseen circumstances such as severe weather, vehicle breakdown, illness, or safety concerns, we will either reschedule or provide a full refund of payments made.

Refund Method

All approved refunds will be processed using the same payment method within 5–7 business days.

Force Majeure

We are not liable for cancellations or refund obligations caused by events outside our control, including natural disasters, government restrictions, or emergency conditions.

