

RDC Catering - CANCELLATION CHARGES POLICY (effective 1-9-22)

This cancellation policy applies to dining bookings at KMC and only relates to the Caterers billings.

It is to provide for situations where units/socials cancel dining facilities within prescribed timescales (as set out below) and is set on the basis of ensuring the Caterer having entered into a booking in good faith can recover costs from the bookers of the meal should they cancel within set timescales. I should stress the costs to the caterer are typically higher than the levels set below. It is not set with a view to making any profit.

Note that the KMC catering team will not cancel booked events (at any time – even for weather events) as that decision **can only** come from the bookers of the event who have submitted a completed Booking form and hence it is their responsibility to make that decision. Events for units which have not completed and submitted a booking form will not be catered for anyway (the Caterer **ONLY** acts upon completed, submitted and agreed booking forms filled in via the website and will not commit any resources to a meeting unless this has been completed).

In an unfortunate emergency situation eg Kitchen equipment failure or water leak or power cut etc, the caterer and KMC commit to finding equivalent local accommodation on the same day as the 'booked' event. This may not always be possible (for obvious practical reasons) but every effort will be made to do so. In such case any consequential incremental cost (reasonable) relating to the room hire or meal costs (not drinks) will be picked up by KMC and of course no cancellation charge will be incurred.

In the 'normal but infrequent' case where an event is cancelled by the Masonic Unit/Social Cttee the following cancellation charges will apply from 1.9.22

- More than 72 hours' notice of cancellation: **No charge.**
- 72 to 24 hours' notice of cancellation: **50% of the total bill**
- 24 hours or Less than 24 hours' notice of cancellation: **100% of the total bill**

Where one source constantly cancels events cancellation charges may be reviewed by the caterer in general or he may decide to ask for additional non-refundable deposit on future bookings.

The above periods are relative to the nominal serving time of the meal; usually 8pm for Dinner, 1pm for lunch or as previously arranged with the caterer.

As with all Social events it is recommended Units/Bookers take out Cancellation insurance for them to be completely insulated (subject to contract) from Cancellation costs.

KMC