



Terms and Conditions

To ensure a successful event, please take note of the following terms and conditions for Cela Coffee's services:

1. To secure the reservation, a 50% deposit is necessary, and it is non-refundable in the event of cancellation.
2. The client must pay the full amount no less than 7 days before the event date.
3. Cela Coffee must be informed of any changes to the event date or location at least two weeks prior to the scheduled event. In the case of a date change, Cela Coffee will make every effort to accommodate the new date. However, if it is not possible, the original terms of the agreement will apply.
4. Cela Coffee cannot be held responsible for any unexpected occurrences, such as power outages, load shedding, or rain (in case of outdoor events) that may arise on the day of the event. Consequently, the client is not entitled to any refunds in such circumstances. It is advisable for the client to take appropriate measures, such as arranging for a backup generator or an indoor setup area in case of rain, to minimise the impact of unforeseen events on the event day.
5. In the unlikely event of a machine or vehicle malfunction, Cela Coffee is committed to promptly resolving the issue. If a resolution is not possible, Cela Coffee will provide a full refund to the client.
6. If Cela Coffee experiences a shortage of inventory, such as milk, on the day of the event, it reserves the right to temporarily suspend operations and acquire additional products from the closest shop. The stand will reopen as soon as possible, and the client will be notified of any delays. Cela Coffee takes responsibility for any additional costs incurred during the purchase of new inventory and will not charge the client for the interruption of service.
7. The client is responsible for ensuring there is sufficient space available at their event for the coffee stand/cart and that the space provided is level.
8. If the event is to be held in a public place, the client must obtain all necessary permits.
9. If the event is held outdoors and it rains, the client must arrange a sheltered area or an indoor setup area (only applicable to our mobile coffee stand not coffee cart).
10. It is the responsibility of the client to provide a power outlet or plug point on the day of the event. In the case where the distance between the outlet and the coffee stand exceeds 40m, it is mandatory for the client to also provide an extension cord.
11. Each package includes 4-5 hours of service (depending on the selected package) excluding setup time. Setup will be completed 1 hour before the event start time. If an earlier setup is required, the client must arrange it with Cela Coffee (please note an additional setup fee may apply).
12. Our packages do not include the ordering of multiple cups to take home or ordering cups to share with individuals not included in the package/quote numbers.
13. Cela Coffee has the right to cancel the service if any of the terms and conditions are not met.
14. The client must inform Cela Coffee of any special requests or requirements at least two weeks prior to the event.
15. Cela Coffee reserves the right to charge an additional fee for any additional services or requests not included in the package.