



Terms and conditions

1. Place an online order at least 4 working days in advance (excluding holidays).
2. Receive full payment information at least 3 working days in advance (excluding holidays).
3. Our operating hours are from 9 am to 6 pm, Monday to Saturday (excluding Sundays and public holidays).
4. By making payment, the customer acknowledges and confirms that they have understood and agreed to the terms and conditions of our establishment, and that there are no issues with the order content.
5. Customers must provide a valid parking space or legal parking spot for the driver. Otherwise, the food will only be delivered to the parking area.
6. If there are stairs of two or more levels during the delivery, customers must meet the driver at the ground-level parking area or pay a stair fee after placing an online order (the fee will be based on the quantity of food and number of floors).
7. There is a chance that the driver may arrive 20 minutes early or late on the day of delivery (this time may be extended during holidays). If punctuality is important, we recommend customers pick up the food themselves.
8. If delivering to a village house, the food must be exchanged at the entrance of the village.
9. If the delivery schedule is full, we reserve the right to request customers to pick up the food themselves without any compensation (customers who make payment earlier will receive priority in driver allocation).
10. Upon reaching the delivery destination, the driver will wait for 15 minutes according to the specified delivery time on the order. If the recipient does not appear, the driver will leave the delivery location, and no refund will be provided. We reserve the right to handle the batch of food without any compensation. If the customer requests the driver to return the food to the delivery location, an additional delivery fee will be charged, depending on the driver's schedule for the day.
11. All package contents are not subject to changes. We apologize for any inconvenience.
12. All photos on the website are for reference only.
13. Each catering order can only be modified once (including food items, change of time, location, date, etc.).
14. If the delivery schedule is full, we reserve the right to request customers to change the self-pickup or delivery time, but no refund will be provided.
15. Under any circumstances, we do not offer refund services.

To borrow or not to borrow? Borrow only if you can repay!

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16. All terms, website content, and food offerings are subject to change without prior notice. Five Loaves and Two Fish Gourmet Catering reserves the right of final decision.

17. In case of any dispute, Five Loaves and Two Fish Gourmet Catering reserves the right of final decision.

Cancellation or modification policy for weather, social activities, and individual reasons:

1. Cancellation or modification of confirmed orders at least 3 working days before the meal preparation will not incur any charges. The paid amount can be kept for use within one month for future orders, but it will be voided after the expiration date. Cancellation or modification of orders with less than 3 working days notice but more than 1 working day notice will incur an administrative fee of 30% of the paid amount. The remaining balance can be kept for use within one month for future orders, but it will be voided after the expiration date. No refund will be provided.
2. Cancellation or modification of orders with less than 1 working day notice before the meal preparation will incur an administrative fee of 50% of the total order amount. The remaining balance can be kept for use within one month for future orders, but it will be voided after the expiration date. No refund will be provided.
3. Cancellation of orders within 4 hours before the meal preparation will not be refunded.
4. If a black rainstorm warning or Typhoon Signal No. 8 or above is hoisted during the delivery time, the orders for that period will be automatically canceled. If the black rainstorm warning or Typhoon Signal No. 8 or above lasts for a long time (such as after 2:00 PM except for Typhoon Signal No. 8), the orders for the following morning will also be automatically canceled. The collected fees can be kept for use within one month for future orders, but they will be voided after the expiration date. No refund will be provided.
5. In the event of unexpected road closures or parades on the day of delivery, we will make every effort to arrange the delivery service. However, there may be delays in food delivery, and the food may need to be exchanged at the nearest location. If requested by the police, the food may need to be inspected. No compensation will be provided.
6. In case of any dispute, Five Loaves and Two Fish Gourmet Catering reserves the right of final decision.

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