

Refund & Cancellation Policy

Effective Date: 01/09/2025

Last Updated: 01/09/2025

1. Scope

Applies to reservations, orders, events / catering bookings made via La Folie's website or directly with us.

2. Order (Delivery / Pickup) Refunds & Cancellations

Situation	Refund / Cancellation Terms
Customer cancels <i>before</i> order is prepared	Full refund or credit (minus any payment processor fees if applicable)
Customer cancels <i>after</i> order is prepared or en route	No refund (but credit may be offered case-by-case)
Item missing / incorrect	We will correct the mistake or refund the cost of the incorrect part.
Poor quality / spoilage	We'll investigate and at our discretion refund or offer replacement.

3. Reservation Cancellation

- If you reserve a table and then need to cancel, please do so at least **[X hours]** before scheduled time (e.g. 4 hours).
 - Cancelling within **[X hours]** of reservation may incur a no-show fee or a charge of **[percentage or fixed amount]**.
 - If you don't show up, we may consider reservation cancelled and reserve the right to charge a no-show fee of **[amount]**.
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4. Events / Catering Booking

- A deposit may be required at booking. The deposit amount is **[percentage or fixed amount]**.
 - Cancellation by customer:
 - If more than **[number] days** before event, full or partial refund (determine policy).
 - If within **[number] days**, no refund of deposit (or partial depending on cost incurred).
 - Cancellation by La Folie: For reasons beyond our control (force-majeure, supplier failure, etc.) we may cancel; you will be given a full refund or alternative date.
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5. How Refunds are Processed

- Refunds will be made via the original payment method.
 - Processing time: **[number] days**.
 - If payment processor fees were incurred and non-refundable, those may be deducted (if applicable and disclosed up front).
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6. Changes by La Folie

- We reserve the right to refuse, cancel or modify any order / reservation / event with notice in case of unavoidable circumstances (supplier issues, venue problems, staff shortage). In such cases, customer may receive a full refund or rescheduled date if applicable.

7. Contact

If you have questions about these Terms, contact us at:

La Folie email:

Info@lafolie-jo.com