

Welcome to our Terms and Conditions

To avoid any misunderstanding please read these terms of business carefully. These terms relate to the meals that are provided to you by Ben's Farmhouse Catering Services LLC and should be carefully read in conjunction with the Privacy Policy which shall also apply.

Information About Us

Our trading name is Ben's Farmhouse Catering Services LLC, we are a registered catering company with the appropriate licenses & HACCP certified to provide a variety of catering services, you can find out more about us at <https://www.bensfarmhouse.com/>

Pricing and Payment

Our pricing will be clearly explained and displayed throughout the online order process. Whilst every care has been taken to ensure the accuracy of the pricing, occasionally it can occur that some information provided may be out of date or incorrect, if this happens our team will work with you to get this matter resolved. We accept payments online using Visa and MasterCard credit/debit card in AED (or any other currency agreed).

Top up & Meal Plan Payment

The Canteen card balance Top Up can be done through the Spare App. Only some of the schools will have an option to Top up with cash on site. Meal Plan Payments will be available only through the Spare App

Privacy Policy

- o All credit/debit cards' details and personally identifiable information will NOT be stored, sold, shared, rented or leased to any third parties' 'All credit/debit cards' details and personally identifiable information will NOT be stored, sold, shared, rented or leased to any third parties.
- o Ben's Farmhouse will not pass any debit/credit card details to third parties.
- o The Canteen Policies and Terms & Conditions may be changed or updated occasionally to meet the requirements and standards. Therefore, Parents are encouraged to frequently visit these sections to be updated about the changes on the website. Modifications will be effective on the day they are posted.

Classroom/Teachers' Meal Delivery Policy

Meal will be carefully packed in a recyclable packaging with biodegradable cutlery sets at the school canteen, and delivered to the classroom in a temperature controlled packaging.

Refund Policy

The Refund request needs to be sent to info@bensfarmhouse.com. Refunds will be made into your spare family account through the app within 3 days or to the original mode of payment and will be processed within 7 to 14 days depends on the issuing bank of the credit card. Parents need to mention in Refund request email which refund methods they prefer.

Cancellation Policy

No cancellation will be allowed after payment is done. For Refunds, please refer to our refund policy.

Limitations and Liabilities

- o Nothing in these terms will limit or exclude the liability of a party which may be caused from negligence.
- o Food Allergy Disclaimer – Ben’s Farmhouse makes every attempt to identify ingredients that may cause allergic reactions for those with food allergies / intolerances. However, be aware that our food may contain or come in to contact with common allergens, such as dairy, eggs, wheat, soybeans, tree nuts, peanuts, fish, shellfish, or wheat.

While we take steps to minimize risk and safety handle the foods that contain potential allergens, please be advised that cross contaminations may occur, as factors beyond our reasonable control may alter the formulations of the food we serve, or manufacturers may change their formulations without our knowledge.

Allergens Facilities:

Our facilities are not food allergen or gluten-free. Costumer with food allergies is not recommended to purchase food from the canteen or kiosk.

Bakery:

Please be advised that baked goods may contain or come into contact with peanuts, tree nuts, or other allergens

Other Important Terms

- o We will treat all your personal information that we collect with your order in accordance with our Privacy Policy
- o Please note that these terms are governed under UAE Law
- o “United Arab of Emirates is our country of domicile” and stipulate that the governing law is the local law.

Communication Between Us

- o When we refer to ‘in writing’ in these terms, this will include e-mail.
- o If you wish to contact us in writing, you can do so by emailing us at info@bensfarmhouse.com
- o If we need to contact you, we will do so by the telephone number/s provided by you or by the email you submitted in registration.
- o If you have any objection to receiving emails from Ben’s Farmhouse regarding any services we may offer, please send us an email confirming you wish to be removed from our mailing list.