



## TERMS & CONDITIONS

### 1. PLATTER ORDERS

1. 1. ALL PLATTERS ARE INDIVIDUALLY WRAPPED AND DELIVERED IN BOXES.
2. 1. ALL PLATTERS ARE READY TO SERVE.
3. 1. ORDERS DO NOT INCLUDE SERVICE, SET-UP, PAPER GOODS, SERVING UTENSILS, BAGEL BASKETS OR DRINKS, UNLESS EXPLICITLY ORDERED.
4. 1. ORDERS FOR HOT FOOD MUST BE PLACED MINIMUM 24 HOURS IN ADVANCE.
5. 1. COLD FOOD ORDERS MUST BE PLACED MINIMUM 24 HOURS IN ADVANCE.
6. 1. SAME DAY ORDERS ARE SUBJECT TO AVAILABILITY.
7. 1. CHANGES TO YOUR ORDER MUST BE MADE 24 HOURS IN ADVANCE.
8. 1. DELIVERY CHARGES ARE LIKELY TO CHANGE IN ACCORDANCE WITH OUR DELIVERY POLICY. FOR PRICES PLEASE [CLICK HERE](#).
9. 1. ONLINE ORDERS MAY BE SUBMITTED 24 HOURS OR MORE IN ADVANCE OF YOUR ORDER. [CLICK HERE](#) TO SEND A REQUEST FOR A SHORTER TIME FRAME.
10. 1. LARGE PLATTERS: 15-20 SERVINGS / MEDIUM PLATTER: 8-10 SERVINGS - UNLESS STATED OTHERWISE.
11. 1. PLEASE NOTE IT IS NOT POSSIBLE TO PLACE ORDERS OR RECEIVE A PRICE QUOTE OVER THE PHONE.
12. 1. ORDERS & PRICE QUOTES CAN BE SENT USING OUR: ONLINE FORM, EMAIL OR FAX. FOR MORE INFORMATION PLEASE [CLICK HERE](#).
13. 1. ONLINE FOOD ORDERS IS FOR PRIVATE ORDERS ONLY. ORDERS FOR COMPANIES CAN BE SENT USING THE ONLINE FORM OR EMAIL. FOR MORE INFORMATION PLEASE [CLICK HERE](#).
14. 1. SENDING AN ONLINE PLATTERS ORDER & RECEIPT OF THE AUTOMATED EMAIL CONFIRMATION IS **NOT** CONSIDERED CONFIRMATION OF THE ORDER. FINAL CONFIRMATION OF THE ORDER WILL BE GIVEN BY A REPRESENTATIVE OVER THE PHONE.

### 2. FULL-SERVICE CATERING

1. 2. WE PROVIDE FULL SERVICE CATERING TO A MINIMUM OF 60 GUESTS.
- SERVICE INCLUDES:**
  2. 2. SET-UP & CLEAN UP
  3. 2. WASHING FLOORS IS NOT INCLUDED
  4. 2. CATERING TEAM FOR 3.5 HOURS FROM THE START OF THE EVENT (EACH ADDITIONAL HOUR - 350.00 NIS)
  5. 2. PAPER GOODS
  6. 2. TABLECLOTHS (CLOTH / DISPOSABLE - SEE MENUS)
  7. 2. FLOWERS OR CANDLES
  8. 2. BENCHERS (BIRKONIM)
  9. 2. ALL OF THE FOOD IS SERVED FROM REAL DISHES.
  10. 2. ADDITIONAL FEES APPLY TO EVENTS OUT-SIDE OF CENTRAL JERUSALEM.
    11. 2. ADDITIONAL EVENT FEES APPLY TO EVENTS IN: PISGAT ZE'EV, GIVAT ZE'EV, NEVE YAKOV, MA'ALEH ADUMIM AND OTHER LOCATIONS.
    12. 2. ADDITIONAL FEES APPLY TO EVENTS IN THE OLD-CITY, JERUSALEM.
    13. 2. ADDITIONAL FEES APPLY TO EVENTS ON HOLIDAYS & FAST DAYS. PLEASE ASK THE OFFICE FOR MORE DETAILS.
  14. 2. WE DO **NOT** SUPPLY CHAIRS & TABLES.
  15. 2. THE BASIC MENU INCLUDES DISPOSABLE TABLE CLOTHS, YOU CAN UPGRADE TO MATERIAL TABLE CLOTHS FOR ALL THE TABLES FOR 250 NIS.
  16. 2. IT IS POSSIBLE TO ADD AN ADDITIONAL BUFFET FOR 350.00 NIS.

### 3. DELIVERIES

1. 3. DELIVERY FOR ORDERS **OVER** 350 NIS, BETWEEN 07:00 AM - 17:00 PM, WITHIN CENTRAL JERUSALEM, IS FREE OF CHARGE.
2. 3. DELIVERY FOR ORDERS **UNDER** 350 NIS, BETWEEN 07:00 AM - 17:00 PM, WITHIN CENTRAL JERUSALEM, IS EITHER 35 NIS OR SUPPLEMENT TO 350 NIS.
3. 3. ORDERS DELIVERED BETWEEN 06:00 AM - 07:00 AM, WITHIN CENTRAL JERUSALEM, ARE SUBJECT TO A 90 NIS DELIVERY FEE.
4. 3. ORDERS DELIVERED BETWEEN 17:00 PM - 19:00 PM, WITHIN CENTRAL JERUSALEM ARE SUBJECT TO A 90 NIS DELIVERY FEE.
5. 3. ORDERS DELIVERED TO HOSPITALS IN JERUSALEM BETWEEN 07:00 AM - 17:00 PM, ARE SUBJECT TO A 35 NIS DELIVERY FEE.
6. 3. ORDERS DELIVERED TO HOSPITALS OR CLINICS (SET-UP INCLUDED) IN JERUSALEM, BETWEEN 07:00 AM - 17:00 PM, ARE SUBJECT TO A 60 NIS DELIVERY FEE.
7. 3. ORDERS DELIVERED TO HOSPITALS OR CLINICS (SET-UP INCLUDED) IN JERUSALEM, BETWEEN 17:00 PM - 19:00 PM, ARE SUBJECT TO A 90 NIS DELIVERY FEE.
8. 3. ORDERS CAN BE PICKED-UP FROM THE HOLY BAGEL FACTORY (DERECH BETT LECHEM 120) BETWEEN 06:00 AM - 18:30 PM.
9. 3. SPECIAL DELIVERY PRICES APPLY TO: PISGAT ZE'EV, GIVAT ZE'EV, NEVE YAKOV, MA'ALEH ADUMIM AND OTHER LOCATIONS.
10. 3. DELIVERIES TO THE OLD CITY - MEET THE DRIVER AT: THE DUNG GATE, JEWISH QUARTER'S PARKING LOT OR PICK-UP FROM THE HOLY BAGEL STORE ON RECHOV TIFERET YISRAEL 5.
11. 3. AN ADDITIONAL DELIVERY FEE WILL BE ADDED TO ORDERS OUT-SIDE OF JERUSALEM. FOR PRICES PLEASE [CLICK HERE](#).

### 4. PAYMENT

1. 4. ALL PRICES INCLUDE VAT
2. 4. METHODS OF PAYMENT: CREDIT CARD / CASH / CHECK / BANK TRANSFER
3. 4. A 3% CHARGE WILL BE ADDED TO PAYMENTS MADE WITH DINERS, AMERICAN EXPRESS & ALL INTERNATIONAL CREDIT CARDS.

### 5. CANCELLATION POLICY

1. 5. ORDERS CAN BE CANCELLED UP TO 24 HOURS BEFORE THE REQUESTED TIME AT NO COST.
2. 5. ORDERS CAN BE CANCELLED VIA EMAIL ([HOLYBAGEL@HOLYBAGEL.COM](mailto:HOLYBAGEL@HOLYBAGEL.COM)) OR PHONE [02-6720844](tel:02-6720844). ORDERS CANCELLED OVER THE PHONE ARE NOT CONSIDERED CANCELLED UNTIL WRITTEN RECEIPT OF CANCELLATION IS RECEIVED VIA EMAIL.
3. 5. ORDERS THAT ARE CANCELLED LESS THAN 24 HOURS BEFORE THE REQUESTED TIME WILL BE CHARGED ONLY FOR FOOD THAT HAS BEEN PREPARED.

### 6. ADDITIONAL TERMS OF SERVICE

1. 6. By accessing the website at you are agreeing to be bound by these terms of service, all applicable laws and regulations, and agree that you are responsible for compliance with any applicable local laws. If you do not agree with any of these terms, you are prohibited from using or accessing this site. The materials contained in this website are protected by applicable copyright and trademark law.
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