**Terms & Conditions**

Welcome to the Chowpaty Restaurants website. By accessing or using this website, you agree to the following Terms & Conditions. Please review them before placing an order or submitting an enquiry.

**1. Use of This Website**

This website provides information about Chowpaty Restaurants and allows customers to explore menu offerings, place food orders, request table reservations, and submit catering or banquet enquiries.

Customers are expected to provide accurate and complete information when using the website.

**2. Food Orders**

Customers may place food orders through the website for delivery or pickup, subject to availability and service coverage.

Menu items, prices and availability may change. An order submission does not necessarily mean that the order has been accepted or confirmed by Chowpaty. Where confirmation is required, the restaurant team will communicate with the customer.

**3. Payments**

Customers may pay using the M-Pesa Till number provided on the website or through the payment arrangements confirmed by Chowpaty.

Advance payment through the M-Pesa Till is optional under the current arrangement. Customers may also pay upon delivery or when collecting their pickup order.

Customers who choose to pay in advance should retain their payment confirmation for reference.

**4. Delivery and Pickup**

Delivery availability and charges depend on the delivery distance and order value. Pickup is subject to the restaurant's operating arrangements.

Please refer to our Delivery & Pickup Policy for the current delivery thresholds and further information.

**5. Table Reservations**

Customers may submit table reservation requests through the website. The Chowpaty team will follow up to obtain any necessary information and coordinate the reservation.

Submitting a reservation request does not, by itself, guarantee a confirmed table. Customers should await confirmation from the restaurant team.

**6. Catering and Banquet Enquiries**

Customers may use the website to enquire about catering services or banquet facilities. The Chowpaty team will contact the customer to discuss requirements, availability and arrangements.

Submitting an enquiry does not constitute a confirmed booking or agreement to provide services.

**7. Accuracy of Information**

We aim to keep the information on this website accurate and up to date. However, menu availability, prices, service coverage and other details may change. Please contact Chowpaty directly if you need clarification before placing an order or making a booking.

**8. Website Availability**

We endeavour to keep the website accessible and functioning properly. Temporary interruptions may occur due to maintenance, technical issues or circumstances beyond our control.

**9. Privacy**

Personal information submitted through this website will be handled in accordance with our Privacy Policy.

**10. Updates to These Terms**

Chowpaty may update these Terms & Conditions as its services or operating procedures change. The updated version will be published on this website with a revised update date where appropriate.

**11. Contact Us**

For questions about these Terms & Conditions, orders or bookings, please contact Chowpaty Restaurants through the contact details provided on this website.

**Delivery & Pickup Policy**

Chowpaty Restaurants offers food ordering through its website for delivery and pickup, subject to availability and the restaurant's service arrangements.

**1. Delivery Charges**

The following delivery rules currently apply:

- **Free delivery within a 3 km radius:** For orders above Ksh 1,500.
- **Free delivery within a 7 km radius:** For orders above Ksh 3,000.
- **Orders below the applicable minimum order value:** Delivery charges will apply.
- **Deliveries beyond 7 km:** Delivery may be available at an additional charge.

Where delivery charges apply, customers should confirm the applicable amount with Chowpaty before the order is dispatched.

Delivery availability and charges may depend on the delivery address and the restaurant's service coverage.

**2. Placing an Order**

Customers can browse the menu and place orders through the website.

Customers should check their selected items, order details and delivery or pickup preference before submitting the order.

Chowpaty may contact customers to clarify order details or confirm arrangements where necessary.

**3. Payment Options**

Customers may choose to pay using the M-Pesa Till number provided by Chowpaty or pay upon delivery or pickup.

Advance payment through the M-Pesa Till is optional under the current arrangement.

Customers who pay in advance should retain their transaction confirmation. Customers who choose to pay upon delivery or pickup should follow the payment instructions provided by the restaurant team.

**4. Delivery Information**

Customers should provide an accurate delivery address and a reachable contact number to help the restaurant coordinate delivery.

Delivery times, availability and charges should be confirmed with Chowpaty where necessary. Delays may occur due to traffic, weather, demand or other circumstances affecting delivery.

**5. Pickup Orders**

Customers selecting pickup should follow the pickup arrangements communicated by Chowpaty.

Customers may pay in advance through the M-Pesa Till or pay when collecting their order, according to the current payment arrangement.

The restaurant's pickup location, operating hours and any specific collection instructions should be confirmed through the website or directly with the restaurant.

**6. Order Issues and Cancellations**

If an order is delayed, incorrect or incomplete, customers should contact Chowpaty using the contact details provided on this website.

For cancellations and refund requests, please refer to our Refund & Cancellation Policy.

**7. Contact Us**

For questions about delivery availability, delivery charges, pickup arrangements or an existing order, please contact Chowpaty Restaurants through the contact details provided on this website.

This policy may be updated as Chowpaty confirms or changes its delivery and pickup procedures.

**Privacy Policy**

Chowpaty Restaurants respects your privacy. This policy explains what personal information may be collected when you use our website and how it may be used to manage orders, reservations and enquiries.

**1. Information We Collect**

Depending on how you use the website, we may collect information such as:

- Name and contact details, including phone number and email address.
- Delivery address and other information required to fulfil a food order.
- Order details, selected items and relevant payment information or payment references.
- Details submitted through table reservation, catering and banquet enquiry forms.
- Information you provide when contacting our team.

Payment information collected or processed will depend on the payment method and systems used.

**2. How We Use Your Information**

We may use the information you provide to:

- Process and coordinate food orders for delivery or pickup.
- Contact you regarding your order, including clarification or confirmation.
- Respond to table reservation requests.
- Follow up on catering and banquet enquiries.
- Address customer questions or service issues.
- Operate, maintain and improve the website and our services.
- Meet applicable legal or regulatory obligations.

**3. Sharing of Information**

Your information may be accessed by authorised Chowpaty team members who need it to manage your order or enquiry. It may also be shared with relevant service providers where necessary to operate the website, process payments or provide the requested service.

Information will be handled in accordance with applicable privacy and data protection requirements.

**4. Payment Information**

Customers may choose to pay through the M-Pesa Till number provided by Chowpaty or pay upon pickup or delivery, according to the available arrangements.

Customers should follow the payment instructions provided by Chowpaty and avoid sharing their M-Pesa PIN or other confidential authentication details.

**5. Data Security**

We take reasonable steps to protect personal information against unauthorised access, loss, misuse or disclosure. However, no website or electronic transmission can be guaranteed to be completely secure.

**6. Data Retention**

Personal information will be retained for as long as reasonably necessary for the purposes described in this policy, subject to applicable legal, accounting and operational requirements.

The specific retention periods will depend on the type of information and the reason it was collected.

**7. Your Privacy Rights**

Depending on applicable law, you may have rights to request access to, correction of, or deletion of your personal information, or to raise concerns about how it is used.

To make a privacy-related request, please contact Chowpaty Restaurants through the contact details provided on this website.

**8. Third-Party Services**

The website may rely on third-party services, such as payment providers, website hosting providers or other technical services. Their handling of information may be governed by their own privacy policies and applicable requirements.

**9. Changes to This Policy**

We may update this Privacy Policy when our services, systems or legal obligations change. Any revised version will be published on this website.

**10. Contact Us**

For questions or requests concerning your personal information, please contact Chowpaty Restaurants using the contact details provided on this website.

**Refund & Cancellation Policy**

Chowpaty Restaurants aims to provide a reliable ordering experience. This policy explains how customers can contact us regarding order cancellations, payment issues, refunds and problems with an order.

**1. Cancelling an Order**

If you need to cancel an order, please contact Chowpaty Restaurants as soon as possible using the contact details provided on this website.

Whether an order can be cancelled may depend on its preparation or fulfilment status. Please contact the restaurant team to confirm the available options.

**2. Refund Requests**

If you believe you are eligible for a refund, please contact Chowpaty and provide your order details and the reason for your request.

Each request will be reviewed based on the circumstances, the order status and the applicable customer protection requirements.

**3. Incorrect, Missing or Unsatisfactory Orders**

If your order is incorrect, incomplete or otherwise different from what you ordered, please contact Chowpaty promptly with the relevant order details.

The restaurant team will review the issue and communicate the appropriate next steps.

**4. M-Pesa Payments**

Advance payment through the M-Pesa Till is optional under the current arrangement. Customers may also pay upon pickup or delivery.

If you have paid in advance and need to discuss a cancellation or possible refund, please contact Chowpaty and provide the relevant payment confirmation or transaction reference.

A payment transaction does not, by itself, establish whether a refund is due. Refund requests will be reviewed in accordance with the applicable circumstances and requirements.

**5. Duplicate or Incorrect Payments**

If you believe you have made a duplicate payment or paid an incorrect amount, please contact Chowpaty with the relevant payment details so the transaction can be checked.

Do not share your M-Pesa PIN or other confidential authentication information.

**6. Catering, Banquet and Reservation Enquiries**

Table reservations, catering requests and banquet enquiries are handled directly by the Chowpaty team.

Any cancellation, deposit, refund or payment arrangements relating to a confirmed booking should be discussed directly with the team. Specific terms may depend on the arrangements agreed for the booking.

**7. Contact Us**

For cancellation or refund requests, please contact Chowpaty Restaurants through the contact details provided on this website.

This policy will be updated when Chowpaty confirms its detailed cancellation and refund procedures.