



Terms & Conditions

For [My Thai Guernsey](#)

Last updated: May 2026

1. About Us

These Terms & Conditions apply to all orders, bookings, catering services, trailer hire services, loyalty programmes, website use, and purchases made through My Thai (“we”, “us”, “our”, or “My Thai”).

By placing an order, making a booking, submitting an enquiry, joining our loyalty programme, or using our website, you agree to these Terms & Conditions.

2. Orders & Acceptance

All orders, bookings, and enquiries are subject to availability and acceptance.

We reserve the right to refuse, decline, or cancel orders where reasonably necessary for:

- operational reasons,
- safety concerns,
- suspected fraud,
- non-payment,
- abusive or inappropriate behaviour,
- inability to fulfil the order,
- or breach of these Terms & Conditions.

Order confirmations may be provided via email, telephone, SMS, online ordering systems, or messaging services.

Customers are responsible for reviewing order confirmations carefully and notifying us promptly of any errors, amendments, or missing information before preparation begins.

Once preparation, production, or scheduling has commenced, changes may not be possible and additional charges may apply.

3. Pricing

All prices are listed in GBP (£).

Prices may change at any time without notice. Confirmed orders will remain at the agreed quoted price unless amended by the customer.

Additional charges may apply for:

- delivery,
- staffing,
- setup,
- travel,
- waiting time,
- venue access difficulties,
- or additional operational requirements.

4. Deposits & Payments

Certain services including catering, weddings, events, cakes, trailer hire, and large bookings may require a non-refundable deposit to secure the booking.

Unless otherwise agreed in writing:

- deposits are non-refundable,
- full payment may be required before delivery or service,
- and failure to make payment may result in cancellation.

We reserve the right to withhold services until cleared payment has been received.

Fraudulent payment disputes, chargebacks, or misuse of payment systems may result in:

- suspension of services,
- cancellation of future bookings,
- refusal of future orders,
- and recovery action for associated losses or administrative costs where legally permitted.

We reserve the right to provide supporting evidence to payment providers in relation to disputed transactions.

5. Refunds & Cancellations

Refunds and cancellations are subject to our separate Refund & Cancellation Policy.

Due to the made-to-order and perishable nature of many of our products, cancellation and refund rights may be limited once preparation or production has begun.

Nothing within these Terms affects a customer's statutory rights where products are unsafe, faulty, incorrectly supplied, or materially different from the confirmed order.

6. Allergens & Food Safety

Important allergen information:

Our food is prepared in shared kitchen and trailer environments handling allergens including but not limited to:

- peanuts,
- nuts,
- gluten,
- dairy,
- eggs,
- soy,
- sesame,
- shellfish,
- fish,
- and mustard.

While we take reasonable precautions, we cannot guarantee that any item is completely free from allergen traces or cross-contamination.

Customers are responsible for informing us of allergies or dietary requirements before ordering.

Customers with severe allergies or anaphylaxis should contact us before placing an order. In some circumstances, we may decline orders where we believe the risk cannot be safely controlled.

Consumption of our products remains at the customer's discretion and risk.

7. Collection, Delivery & Product Responsibility

Collection and delivery services are subject to our separate Delivery Policy.

Delivery times are estimates only and may be affected by traffic, weather conditions, ferry disruption, operational demands, or circumstances outside our reasonable control.

Responsibility for products transfers to the customer once products have been:

- collected,
- delivered,
- or left in an agreed safe place.

Customers remain responsible for ensuring products are safely transported, stored, refrigerated, reheated, and consumed appropriately after receipt.

Our products are prepared fresh to order and are best consumed within recommended timeframes. Product quality may naturally reduce over time following collection or delivery.

8. Cake Orders & Products

All cakes and handmade products are individually prepared by hand.

As a result:

- colours,
- decoration,
- finishing,
- and presentation

may vary slightly from photographs or inspiration images.

Customers are responsible for confirming spelling, dates, sizing, flavours, colours, and customisation details before confirmation.

We reserve the right to refuse requests involving:

- copyrighted materials,
- trademarked logos,
- offensive content,
- discriminatory wording,
- inappropriate imagery,
- or designs which we reasonably believe may infringe third-party rights or damage our brand reputation.

9. Catering Services & Events

For catering, weddings, private events, and corporate bookings:

- final guest numbers may be required in advance,
- setup and service times must be agreed beforehand,
- and customers must ensure suitable venue access and facilities are available.

Customers remain responsible for obtaining:

- venue permissions,
- landowner permissions,
- licences,
- and any permissions required for the event.

We reserve the right to suspend, modify, or refuse service where:

- conditions are unsafe,
- access is restricted,
- abuse toward staff occurs,
- or health and safety concerns arise.

Outdoor events remain weather dependent.

Additional charges may apply for:

- extended service times,
- delayed access,
- excessive waiting,

- remote locations,
- or additional staffing requirements.

10. Trailer Hire & Mobile Catering

Customers booking our catering trailer or mobile catering services must ensure:

- adequate and safe access,
- suitable flat ground,
- appropriate parking space,
- and compliance with venue requirements.

Where electrical supply is required, customers must ensure suitable and safe power access is available unless otherwise agreed.

We reserve the right to suspend or refuse service where conditions are considered unsafe or unsuitable.

11. Customer Conduct

We operate a zero-tolerance policy toward abusive, threatening, discriminatory, intimidating, or unsafe behaviour.

We reserve the right to:

- refuse service,
- terminate bookings,
- leave events,
- or report incidents where necessary.

No refund will be due where services are suspended or cancelled due to customer misconduct or unsafe conditions.

12. Loyalty Programme

Participation in our loyalty programme is subject to our separate Loyalty Programme Terms.

Unless otherwise stated:

- loyalty points hold no cash value,
- points cannot be exchanged for cash,
- and we reserve the right to amend, suspend, or withdraw the programme at any time.

We may suspend or remove accounts where fraudulent activity, duplicate accounts, misuse, or manipulation of points is reasonably suspected.

13. Communications

Customers agree that communication regarding enquiries, quotations, orders, bookings, deliveries, updates, and customer service may be conducted via:

- email,
- telephone,
- SMS,
- or messaging services.

By submitting an enquiry or order, customers consent to being contacted using the details provided for operational purposes.

14. No Resale

Products supplied by My Thai are intended for personal consumption or event use only and may not be resold, redistributed, or commercially reproduced without prior written permission.

15. Website Use & Intellectual Property

All website content including:

- logos,
- branding,
- text,
- menus,
- photography,
- graphics,
- and marketing materials

remains the property of My Thai unless otherwise stated.

Content may not be copied, reproduced, distributed, or used without written permission.

Users must not:

- misuse the website,
- attempt unauthorised access,
- interfere with website functionality,
- submit fraudulent orders,
- or attempt to compromise website security.

Website use may involve cookies and similar technologies as described within our separate Cookie Policy.

While we aim to maintain uninterrupted access to our website and online services, we do not guarantee that the website or associated systems will always be available, uninterrupted, secure, or error-free.

We reserve the right to suspend, modify, restrict, or withdraw website functionality where reasonably necessary for operational, maintenance, security, or technical reasons.

16. Privacy & Data Protection

We process customer information in accordance with applicable data protection laws.

Information collected may include:

- names,
- email addresses,
- telephone numbers,
- delivery information,
- booking details,
- and loyalty account information.

Information may be used for:

- processing orders,
- customer communication,
- deliveries,
- bookings,
- loyalty services,
- and marketing where consent has been provided.

We may use trusted third-party providers including payment processors, ordering systems, loyalty providers, booking systems, and website service providers.

Please also review our Privacy Policy and Cookie Policy.

17. Marketing & Photography

Unless requested otherwise in writing, we may use photographs of:

- food,
- cakes,
- catering setups,
- trailer setups,
- and event displays

for promotional and marketing purposes.

We will not intentionally identify customers personally without permission.

18. Third-Party Services

Our website and services may integrate with third-party providers including ordering systems, loyalty platforms, payment providers, booking systems, and social media services.

These third parties may operate under their own Terms & Conditions and Privacy Policies which apply separately.

19. Age Requirement

Customers placing orders, bookings, or enquiries should be at least 18 years old or have permission from a parent or legal guardian.

20. Force Majeure

We shall not be liable for delays, cancellations, or failure to perform services caused by circumstances beyond our reasonable control including but not limited to:

- severe weather,
- power outages,
- vehicle breakdowns,
- staff illness,
- ferry disruption,
- supply shortages,
- government restrictions,
- emergencies,
- or other unforeseen operational events.

21. Limitation of Liability

To the fullest extent permitted by law, our liability shall be limited to the total value of the affected order or booking.

Nothing within these Terms excludes liability for:

- death or personal injury caused by negligence,
- fraud,
- or any liability which cannot legally be excluded.

22. Entire Agreement

These Terms & Conditions constitute the entire agreement between the parties and supersede any previous discussions, representations, understandings, or communications unless expressly confirmed in writing.

23. Severability

If any provision of these Terms & Conditions is found to be unlawful, invalid, or unenforceable, the remaining provisions shall remain valid and enforceable to the fullest extent permitted by law.

24. Governing Law

These Terms & Conditions shall be governed by the laws applicable in Guernsey.

Any disputes shall be subject to the jurisdiction of the Guernsey courts.

25. Contact Us

For enquiries regarding these Terms & Conditions, please contact:

My Thai, 2 Maison des Hougues, Well Road, St Peter Port, Guernsey, GY1 1WS.

taste@mythaigsy.com