

# MATAN & CO

Hospitality Staffing | Toronto, Ontario  
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## TERMS & CONDITIONS

*Effective Date: March 1, 2026 | Last Updated: March 1, 2026*

The following Terms & Conditions apply to all services provided by Matan & Co unless otherwise agreed in writing.

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### 1. Booking & Confirmation

Bookings are confirmed upon written confirmation and receipt of a 30% non-refundable deposit. Staffing is not reserved until the deposit is received. The deposit is applied toward the final invoice.

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### 2. Payment

The remaining balance is due within 7 days of the invoice date unless otherwise agreed in writing. Late payments may result in additional charges or suspension of services.

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### 3. Minimum Hours

All staff are subject to a 5-hour minimum per booking, per staff member. Time exceeding the confirmed booking period will be billed at the agreed hourly rate. Overtime hours and statutory holidays are billed at adjusted hourly rates as applicable or as agreed in advance.

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### 4. Changes to Booking

Any changes to staff count, hours, roles, or venue must be submitted in writing. Matan & Co will make reasonable efforts to accommodate changes, but availability is not guaranteed. Additional services or extended hours will be billed at current rates.

Reductions in staff or hours within 7 days of the event will be treated as cancellations and billed accordingly.

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## 5. Cancellation Policy

All cancellations must be submitted in writing. The following fees apply:

- 14 or more days before the event: deposit is forfeited
- 7 to 13 days before the event: 50% of total confirmed staffing cost is payable
- Less than 7 days before the event: 100% of total confirmed staffing cost is payable

These terms reflect staffing commitments and reserved scheduling.

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## 6. Client Responsibilities

The Client is responsible for providing a safe, respectful, and compliant work environment. Matan & Co reserves the right to remove staff from any unsafe or inappropriate situation without refund.

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## 7. Independent Contractor Status

All staff provided by Matan & Co operate as independent contractors. Clients may not directly hire or contract Matan & Co staff without prior written consent.

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## 8. Confidentiality

Staff are required to maintain confidentiality regarding event details and may not photograph or share event content without written permission.

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## 9. Limitation of Liability

Matan & Co's liability is limited to the total fees paid for the services provided. Nothing herein limits liability for gross negligence or willful misconduct.

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## 10. Dispute Resolution

Any disputes will first be addressed through good-faith negotiation before either party pursues legal action in the Province of Ontario.

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## 11. Governing Law

These Terms are governed by the laws of Ontario, Canada.

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