

Joelle's Wedding

Joelle Wong contacted Kahala Catering to provide the food and service for her upcoming wedding. Her and her mother Judy met with Dale Horton; Kahala's Catering manager to discuss the event. Dale made notes of all the brides' wishes and told Joelle that she would come up with a proposal for the upcoming event.

A few days later Dale emailed Joelle a BEO for her to review. Later that day ,Joelle called Dale and told her that everything looked great and that she could meet with her later that week to "seal the deal". At that time Dale mentioned that a \$5,000 deposit would be required to retain Kahala's service. Two days later Dale met with Joelle and her fiancé Blake, they went over the BEO line-by-line; after making a few minor changes; Dale printed a revised copy of the BEO. Joelle signed on the signature line and presented Dale with a \$5,000 check from her mom Judy's personal account.

Joelle and Blake's wedding was beautiful. The couple was happy with the food and service. Before the event ended, Joelle handed Dale a check for the remainder of the balance due as well as a generous cash tip. The following Monday Dale receives a voice mail for Judy Wong, the bride's mother. Judy was very unhappy; she mentioned that two specific menu items that they discussed in the initial meeting were not included at the wedding reception.

She went on to remind Dale that she when they had met she had specifically mentioned how important it was for the menu include all of the family's favorite foods and that she had paid for the wedding and did not get what she had wanted or what was discussed. She then threatens to sue Kahala Catering for breach of contract.

- Does Judy have a case of breach of contract against Kahala Catering?
- If you were Dale would you recommend Mediation or Arbitration?
- If you were Dale would you offer Judy a "settlement"? If so, what would it be?
- At this initial stage, should Dale contact Joelle to try to settle this dispute?

