Terms and Conditions of Booking & Information and Costing Details

**Our dealings with you in relation to all services provided will be governed solely by the following Conditions. Please read the information and costing details before submitting your deposit. By submitting a non- refundable booking fee you will be confirming that you have read, understood and accept the following terms and conditions in full.**

1. If you wish to book, firm confirmation of the date you require must be given in writing /email together with the agreed non-refundable booking fee no later than 7 days after you receive your most recent quotation. Your quotation is valid for 1 month after which your quotation may be subject revision.

2. Your contract is based on the numbers of guests stated in your most recent proposal or contract; if the number of guests is reduced the overall contract value will be unaffected in line with our minimum spend amounts.

3. If we have not received your booking fee 6 months prior to your event your quote will be subject to revision.

4. Final confirmation of the menu chosen must be given 60 days prior to date of function.

5. Confirmation of final number of guests must be given 60 days prior to date of the event either in writing or email.

6. All damages, breakages and losses to equipment etc incurred during the course of your event must be paid for in full.

7. Prices for equipment hired on your behalf may be adjusted from the price on your original quotation to reflect any price increases from external suppliers.

8. We accept no responsibility for loss or damage of guests or clients’ personal effects or property.

9. VAT (if applicable) at the current rate is chargeable at the prevailing rate on all items unless otherwise specified.

Payments, Booking Fees, Cancellations/Postponements, COVID-19/Pandemics and Government closures.

10. Payment must be received & cleared no later than 30 days prior to the event. In the event:

* If we have not received cleared funds of all outstanding amounts before your event, we will not be able to proceed with your catering requirements and you will be deemed to have cancelled your event.
* Booking fees are date specific and are non-refundable. Please consider insurance against unforeseen circumstances.
* Cancellation within 24 weeks of the event will be charged at 75% of the contract value.
* Cancellation within 30 days of a function will incur 100% of the contract value.
* Cancellations must be made during office hours between 9am and 5.30pm Monday to Friday and confirmed by email.
* Postponements due to COVID-19/Pandemics/Government closure will be permitted free of charge for one date change providing the business has not incurred staffing or other food costs. If multiple postponements are required then it is at the discretion of the management to seek further remuneration in ways of an additional fee to cover costs. This shall be judged on a case by case basis.
* Postponements will be at the discretion of the management and at the mercy of diary constraints. Flexibility may be required from both parties to ensure a satisfactory outcome.
* In the event of Covid-19/Pandemics or Government Closure refunds will not be available under any circumstance.
* Interest will be charged on overdue payments. The interest will accrue at a rate of 5% above the prevailing Bank of England base rate on a compound basis for each full week or part thereof the amount remains overdue. We will also seek to recover any debt recovery costs incurred as a result of non/late payment.
* In the event a genuine mistake has been made on your proposal or invoice we reserve the right amend or correct the mistake.

11. Food Safety

* We do not knowingly use any genetically modified ingredients.
* Should you have any guests with nut or any other allergies, please notify us in writing via email. Please inform your guests that food is prepared in a kitchen that has been used to prepare various dishes, we cannot 100% guarantee there will be no trace of nut or nut products for example. The same applies for gluten as there can be airborne contamination. If this is unclear please speak to the office for further clarification.  
     
  12. Food Anomalies and seasonal prices
* We reserve the right to make any changes necessary to menus due to any product unavailability, food shortages, unusual price increases or due to any other unforeseen circumstances.
* Supplements according to market conditions. Beef, lamb, pork and fish in particular may be at a premium over Christmas and New Year.

13. Itinerary, Timings and Layout

* We require all relevant information including timings, location, Position of setup and any  
     
  other relevant information to be returned to us no later than 60 days prior to your event.
* To guarantee your day goes without a hitch it is essential that you take the time to consider all  
     
  options carefully, please include any special instructions you have for us for the day.  
     
  14. Service Staff
* New Years Eve and other holiday periods staffing costs and menu prices costs may be increased, please ask for a quotation.
* Hours worked after midnight, if required, are charged for, at £100per hour or part hour worked.

15. Equipment

* The hire and setup of the necessary ovens, water urns etc are included in the price quoted unless otherwise specified.
* All equipment is maintained and serviced on a regular basis by qualified engineers in each field. We hold current LPG Certificates, PAT Testing Certificates. All vehicles are serviced by dealers & manufacturers also on a regular basis.
* In the unlikely event of vehicle breakdown all vehicles used in the transportation of equipment hold Specialist breakdown cover so that we may be relayed to your event. This however may be subject to a delay in service start times depending on the recovery company’s workload.
* Should there be a failure of equipment en route/at your event, service may either be delayed or cancelled in extreme circumstances. In the instance of equipment failure we will either seek to resolve the issue or where possible source another oven to deliver service.  
  If we are unable to carry out service we will refund any/all payments received in full.  
     
  16. Delays
* If our team are delayed due to unforeseen circumstances such as vehicle breakdown, road traffic etc the following statements will come into affect:

Service Commencing 2 hours late or more: Refund of 25% of all received funds o Cancellation: Refund of 100% of all received funds.

• In the case of extreme and unforeseen events that could pose a serious safety concern or in conditions bad enough to seriously disrupt service we reserve the right to halt service or cancel service until we feel it is safe do so. This would include extreme weather conditions, acts of god, and other unforeseen events. In such a case and where we have acted in good faith we cannot offer a refund.

17. Public Liability Insurance, Hygiene Rating,

Covered by £10,000,000 Public Liability Insurance.

18. Special requirements, vegetarian and special diets

We are happy to cater for vegetarians, vegans, genuine food allergies and for all special diets if notified well in advance. We reserve the right to refuse service to guests with allergies or intolerance if we feel we are unable to safely feed these guests. We should make this clear this very rarely happens but the safety and well being of your guests is paramount to us.

.If there are significant amount of variations of menu items in your party there may be a supplement to pay on these special meals. Please also make sure these are detailed on the itinerary at least 60 days in advance.

Thank you for considering us for your event, we look forward to adding a little extra sparkle to your event!