



## **TERMS AND CONDITIONS**

### **1 Costing**

All costings are valid for a period of one month from date of issue. Once a function is booked, Saffron Catering guarantee the prices therein for a period of twelve months, subject to a price fluctuation in excess of 10%. Menu's are prepared on the basis of specified numbers and will be subject to alteration if the final drops by more than 10%.

### **2 Payment**

On booking Saffron Catering, a non-refundable deposit of 10% of the gross amount payable will be required. This then secures the booking and forms a contract with Saffron Catering. The final balance will be due in full no later than 2 weeks prior to the event. Should your event be within 4 weeks of the booking date, the full balance is required at the time of booking. Any refunds due will be sent within 7 days of the completion of the event.

### **3 Numbers and Special Diets**

All prices quoted are for the specified number of guests. The final number of guests to be advised no later than 14 days prior to the event. It will be the responsibility of Saffron Catering to do its utmost to accommodate any increase in numbers following this date. The minimum amount payable will remain the final number as advised 5 days prior to the event. Any special dietary requirements must be notified to Saffron Catering 14 days prior to the event and we will do our utmost to accommodate them. Children under the age of 3 are not usually catered or charged for, children between the ages of 3 and 9 may be charged at half price and children over the age of 10 are classed as adults and will be charged at full price.

### **4 Range and Availability**

All goods and ingredients are offered subject to availability. If an item becomes unavailable or it is of insufficient quality for a clients function, we reserve the right to make a substitution. Wherever possible the client will be notified of any changes.

### **5 Staffing**

Meals for entertainers, photographers, videographers, bands and musicians, child minders and any other supplier at events etc must be pre-ordered and will be charged for. Saffron Catering accepts no responsibility for non catering staff who require food when it has not been booked in advance. Any staff of

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Saffron Catering required to work beyond the hours quoted will be charged for at the relevant overtime rate.

## **6 Access**

Saffron Catering will require reasonable access to the area of the event in order to deliver and collect our equipment. This will include the use of lifts to upper and lower floors, the use of loading bays and vehicular access. If additional labour is required (e.g. access across lawns to marquees during wet weather), we reserve the right to make a charge for this. Any access issues for events are to be advised to Saffron Catering in advance of the event.

## **7 Drinks**

Drinks are charged for on actual consumption and as pre-ordered. No refunds are offered on any drinks not opened on site. Drinks delivered by or at the request of the client to the venue remain the client's responsibility throughout. There will be a small charge for collection and storage of the clients drinks if the service is required. Any ale which has been pre-ordered and not drunk, then becomes chargeable to the client at cost rate per pint.

## **8 Damage or loss, plus items left behind**

The client is responsible for any damage, breakage, and loss of any property of Saffron Catering, or property hired for the clients function, however caused and will be charged at the full replacement value. This applies to the period between delivery and collection. Saffron Catering cannot accept responsibility for items left behind by the client, guests or any others attending the venue and will routinely dispose of menus, decorations etc and perishable items. If the client wishes to vary this, Saffron Catering must have written notice in advance. In this instance Saffron Catering will reserve the right to charge for storage or safe keeping of all items or articles. A linen deposit is requested to cover any damage to linen at an event and Saffron Catering reserve the right to keep that deposit if damage occurs. This deposit will be refunded upon request and confirmation that no damage has occurred. Naked flames and felt tip pens are not permitted to be used on any linen. Saffron Catering reserve the right to charge additional costs to the clients should substantial damage occur to any linen products.

## **9 Force Majeure**

Saffron Catering will accept no liability for the failure to perform our obligations due to strike, lockout, hostilities or any other circumstances beyond our control. No liability is accepted for loss, damage or consequential loss caused by any failure to perform our obligations (whether due to negligence by us, our

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employees or sub contractors, or other due causes), but this does not exclude liability for death or personal injury as required by law.

## **10 Cancellation**

- (a) In the event of a cancellation, the following charges will be applied.
- a. In excess of 30 days prior to the event a charge of 10% of the full balance will be applied.
  - b. For less than 30 days to 15 days a charge of 50% of the full balance will be applied.
  - c. If 14 days or less, then the full cost of the event will be charged, or in the case of a lesser amount, then a charge of £500 will be applied (whichever is greater).
  - d. Any deposit paid will be applied towards total cancellation charge and all deposits are non-refundable.

In the event of contractors' services being engaged, then their terms and conditions will apply to the relevant product or service.

Non-payment prior to an event may be taken as cancellation and the above charges will apply accordingly.

## **11 Complaints**

Any complaints must be received by Saffron Catering in writing within 7 days of the event. All complaints will then be investigated and a response supplied in writing.