



TERMS AND CONDITIONS

Saffron Event and Venue Caterers Ltd

1 Pricing/Estimates

All estimates are based on current pricing, which is valid for a 12 month period. Any booking required following a 12 month period has passed following our initial estimate, may be subject to an increase in pricing.

Pricing of our menus and services are reviewed by Saffron generally on an annual basis and Saffron reserve the right to change/update the pricing as and when they see it.

2 Payment

Upon confirmation of booking, the following process will commence –

First payment – upon receipt of our deposit invoice, a non-refundable deposit of 10% of the gross balance will be due (or £100 if the gross balance is less than £1,000). At this point, a pro-forma invoice will be also be issued which will show full details of the booking, as per the estimate agreed.

Second payment - All final details will start to be collated approximately 4 weeks prior to the event date, and these must be confirmed no later than 2 weeks prior to the event date, which is the point when the final balance for catering services is due. A final invoice will be issued upon confirmation of final details and the balance due in full no later than 2 weeks prior to the event date.

The client is responsible for all final details and the settlement of the account, with any queries regarding the invoice being raised immediately. Payment is preferred via BACS, debit cards are accepted, and credit card payments are subject to a 2.5% charge. Any cheques should be made payable to Saffron Event and Venue Caterers Ltd.

Please do not pre-pay any monies based on a pro-forma invoice, for accounting reasons we cannot accept any payment until the final details are confirmed, and your final invoices are raised.

Please note, no refunds will be given for any decrease in numbers once final details have been agreed and the final balance paid.

3 VAT

All fees are subject to VAT.

4 Final Details

All final details including numbers, dietary requirements and timelines are to be provided when requested, approximately 4 weeks prior to the event date. Any subsequent changes should be notified as soon as possible and will be due for payment immediately, although Saffron are under no obligation to accommodate



these changes. The deadline for confirmation of any details is 2 weeks prior to the event and no extension will be given on this deadline.

Please note, no refunds will be given for any decrease in numbers once final details have been agreed and the final balance paid.

5 Cancellation

Any cancellation should be advised in writing to Saffron as soon as possible. All deposits are non-refundable and this will be retained by Saffron. Charges will also be made as per the following-

| If Cancelled | Amount due from Client |
|------------------------------------|---|
| 0-8 weeks prior to the event date | 100% of the catering services |
| 8-20 weeks prior to the event date | 50% of the catering services |
| 20 weeks plus | 10% of the catering services (equating to the non-refundable deposit) |

Non-payment prior to any event may be taken as a cancellation and the charges above will be applied accordingly. Saffron may take the decision to cancel an event should the client be in arrears of payment or be in breach of the above terms and conditions

Saffron strongly recommends clients purchase wedding insurance independently where applicable upon booking for their own peace of mind.

6 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 client's function, we reserve the right to make a substitution. Wherever possible the client will be notified of any changes.

Children under the age of 3 will not be charged for (subject to the menu being a sharing platter/buffet option only), and children aged between 3 and 9 will be charged at a proportion of the adult's cost for a half sized adult meal or a set children's menu. All other guests will be charged at full adult price.

7 Additional Catering

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 accepts no responsibility for non-catering staff who require food when it has not been booked in advance.

8 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.

9 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. Any ale which has been pre-ordered and not drunk, then becomes chargeable to the client at cost rate per pint.

10 Damage or loss, plus items left behind

The client is responsible for any damage, breakages, or loss of any property belonging to both Saffron, or any 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. The client will report any damage to any equipment or structure to a representative of Saffron as soon as possible.

A linen deposit is required to cover any damage to linen at an event and Saffron reserve the right to keep that fee if any damage occurs. Should no damage occur, this deposit will be refunded upon request and confirmation that no damage has occurred from Saffron. Naked flames and felt tip pens are not permitted to be used on any linen. Saffron reserves the right to charge additional costs to the clients should substantial damage occur to any linen product over and above the £100 deposit – evidence of damage will be provided, an invoice raised and payment is due within 7 days of receipt.

11 Corporate Catering

For any new clients requiring catering, we do request pre-payment in full upon receipt of our invoice for first orders. Should further orders be required, Saffron will move the client over to account status. For all corporate clients on account, billing will be processed every Friday for that week, and balances are due within 30 days from the event date.

All pricing is shown on our menus, plus VAT and delivery charges where applicable.

Orders will be based on a drop off (and collection where appropriate), basis only, any staffing requirements are charged in addition.

Orders are requested with as much notice as possible, late orders will be accommodated wherever possible but will be at the discretion of Saffron.

12 Force Majeure

Saffron will accept no liability for the failure to perform any 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 employees or sub-contractors, or other due causes), but this does not exclude liability for death or personal injury as required by law.



13 Liability

The client is responsible for all loses, damages and expenses at any venue we are required to cater at, arising from the behaviour or actions of either themselves or their guests, along with any contractors bought onto site etc.

Saffron will not be responsible for and the client will indemnify the company against all claims for injury to persons or loss of, or damage to the property and any of the garden areas howsoever caused, unless it is proven that such injury or damage be caused by fault material or workmanship, or negligence by the company.

14 Complaints

In the unlikely event of a complaint, the client should raise this in writing to Saffron with a full explanation of the issue, within 7 days of the event. This will be acknowledged within 24 hours and an estimated timescale for any investigation will be provided at this point.

Saffron Event and Venue Caterers Ltd reserve the right to amend and update these Terms and Conditions as they see fit.