



## TERMS AND CONDITIONS

### Saffron Event and Venue Caterers Ltd

#### **Pricing/Quotes**

All quotes are based on current pricing advertised on menus, and are valid for a 12 month period. Should a client wish to confirm a booking following a 12 month period from the date of the initial quote, this may then be subject to a change 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 menu pricing as and when they see fit.

All pricing is per head and subject to VAT.

#### **Confirmation**

Once the client confirms acceptance of an estimate, this becomes a contractual agreement and this is the point where our Terms and Conditions come into full effect. All Terms and Conditions must be read and understood by the client as this is the basis of the contractual agreement with Saffron upon confirmation of booking.

#### **Payment**

Upon confirmation of booking, the following process will commence –

First payment – a deposit invoice will be raised for a non-refundable deposit of 25% of the gross balance (£250 will be due on bookings between £250 and £1000, and the full balance being due if the gross balance is £249 or less). Once the deposit is paid, the booking and date is confirmed with Saffron. At this point, a pro-forma invoice will be also be issued which will show full details of the booking, as per the quote agreed.

Second and final 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 in full. A final invoice will be issued upon confirmation of all 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. Any cheques should be made payable to Saffron Event and Venue Caterers Ltd.

Please note AMEX and Credit Cards are not accepted for wedding/event bookings.

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



Once a deposit has been paid, this is subject to a 14 day 'cooling off' period and only within that period will a refund will be given should a client notify us in writing that they wish to cancel. This term is strictly within the 14 day period or the above terms apply.

**VAT**

All fees/charges are subject to VAT at the standard rate.

**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.

**Cancellation**

Any cancellation should be advised in writing to Saffron as soon as possible.

All deposit payments are non-refundable and this payment will be retained by Saffron. Charges will also be made as per the following-

<b>If Cancelled</b>	<b>Amount due from Client</b>
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	25% 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 any of our Terms and Conditions. Saffron reserves the right to receive payment after termination of a contact/completion of an event subject to agreement.

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



## **Menus, 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, Saffron reserves the right to make a substitution. Wherever possible the client will be notified of any changes in advance.

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. No supplements are offered for children's menu, they are based strictly on a single choice only.

All dietary requirements will be accommodated, and it is the client's responsibility to outline the details of the requirements, including a full table plan showing where those people will be seated. Our Chefs will then adapt the menu choices to suit the requirement, or provide an alternative dish if necessary.

Saffron strictly only offer menu tastings on 3 course wedding breakfasts, upon request and these **are** subject to an additional charge. Saffron will accommodate menu tastings during weekdays only (daytime ideally but some evenings may be possible) but it may not always be possible to accommodate requests between the months of May and September due to this being our peak wedding season. Menu tastings are only available to clients who have booked and paid a deposit with us and the charge will be added to the client's pro-forma.

All menus are priced per person, and based on a single choice menu. Should a choice menu be required of a 3, 3 and 3 menu, there will be an additional supplement of £5.00 plus VAT per person (adults only). As above, children's menus are based on single choice only (with dietaries being accommodated).

## **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 any other staff/contractors booked by the client who require food when it has not been booked and paid for, in advance.

## **Drinks**

All drinks packages are serviced as pre-ordered and paid for in advance. No refunds are offered on any drinks opened on site and not consumed. 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 consumed, then becomes chargeable to the client at cost rate per pint.

Saffron has corkage charges in place should the client wish to provide their own drink, and that charge includes the glassware and service element.

## **Bar**

Saffron offers Bar Services by way of a cash bar (all guests purchase their own drinks), or a client bar (clients provide all drink and Saffron sets up a bar to serve guests with the clients drink, free of charge to the guests).



The charge for the Bar Service covers the licence fee, all polycarbs/glassware, condiments and staffing (on a ratio per number of guests).

Saffron strictly follows the Drink Aware guidelines at all times.

### **Access/Set Up**

Saffron Catering will require reasonable access to the area of the event in order to deliver, set up 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.

Saffron also requests full details regarding a set up schedule (for example dates/times of marquee erection, table/chair installation) and reserve the right to make an additional charge of £150 plus VAT should our team have to return to site for our set up due to other equipment not being in place at the advised time, causing us delays/return journeys/extra time on site.

Saffron requires a catering tent to be provided for all marquee/outdoor events (we do not hire out or provide catering tents) which should be a minimum size of 6m by 3m, with tressle tables for the kitchen team.

Access to running water is required along with access to power, a minimum of 4 x 13 amp plug sockets for the kitchen team. Additional power will be required for any mobile bar hire.

Clear lighting within the catering tent and outside of the catering tent for loading is also required.

Any access issues for events are to be advised to Saffron Catering in advance of the event.

Set up details will be confirmed in advance with the client and will either be on the day of the event, or in advance if agreed. A set up charge will be outlined on each quote, and this is subject to change should a set up the day prior be required/requested.

### **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.



## **Waste**

Saffron will remove all waste from site which has been created by Saffron's team only and is not responsible for any other waste created by other suppliers.

## **Staffing**

All service staff will be fully trained and in the correct Saffron branded uniform. The number of staff required for each event will be detailed on each quote and we work from standard ratios for this allocation with a minimum number of hours in place, plus an Event Manager when required.

We will also allocate a Chef where appropriate or we may cook off site depending on the event.

Saffron do not hire out catering or bar staff solely, without us providing any food or drink.

## **Data Protection**

Saffron strictly adheres to all current GDPR regulations and all data collated from each client or enquiry will be stored in the correct manner and not disclosed to any other party.

## **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.

## **Liability**

The client is responsible for all losses, 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.

Should damage occur to client property caused by a member of the Saffron team, this should be reported immediately and followed up in writing, for our management team to discuss and review, potentially undertaking a full investigation.

## **Intellectual Property Rights**

All patents, utility models, rights to inventions, copyright and neighbouring and related rights, moral rights, trademarks and service marks, business names and domain names, rights in get-up and trade dress, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights in computer software, database rights, rights to use, and protect the confidentiality of, confidential information (including know-



how and trade secrets) and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world.

### **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 periodically.*