

Refectory catering services (Canterbury) Limited revised 2019 effect from the 1.1.2019

Terms and conditions of Business

1. Prices

All prices given are valid for 7 days from the date given except where external third parties are involved i.e. marquee hire.

Minimum number of guests catered for is 10 except for hog roasts and BBQ bookings where the minimum is 80 guests for hog roasts and 50 for BBQ and certain buffets where the minimum is 25.

2. Guest numbers

We require approximate numbers at time of placing your order. Final numbers must be confirmed at time of settling final account two weeks prior to the function.

Additional numbers will be charged at the prevailing rate.

3. Payment and booking

To book any of our services please email your full personal details for invoice a deposit invoice will be raised.

All invoices must be settled in seven days.

All functions below £200 must be paid in full on booking.

For functions over £200 in value a deposit of £200 is payable which is non-refundable.

Balance of all accounts must be settled no later than 10 days prior to your function.

Deposit for hog roast and wedding and third party hire is £400 which is non-refundable.

Settlement of account should be in the way of direct transfer of funds to our company account.

Other forms of settlement may attract other charges for processing the payment.

Please note on giving us your instruction to cater any event YOU enter into a legally binding contract and we reserve the right to charge a late payment charge of £30 plus interest on all unpaid invoices at 3.5% above the base rate of Barclays Bank plc (both before and after judgement)

We will also pass all unpaid accounts to a debt collection company at the client's cost in line with the Commercial Debts Act 1998 and 2013.

4. Cancellations

If you need to cancel your event please contact us on 01227 200594 and in writing as soon as possible.

Cancellation fees

Within 31 working days 50% will be charged
Within 14 working days 75% will be charged

Less than 7 days 100% of the booking will be charged.

Wedding bookings and bookings which have third party hire

Wedding cancellation between 6 - 12 months 50% of the booking is charged
Less than 3 months 75% is charged.
Less than two months 100% is charged.

Private dining customers no refund for guest dropping out of your Event less than 75 hours prior to your booking going live.

5. Additional costs

If in the process of catering your event if we incurred any additional costs such as additional staff hours or equipment or site commissions this will be passed on to you even after invoice.

6. Breakages and loss of stock

All breakages and losses will be charged to the client.
And all thefts will be reported to the police regardless of value.

7. Disclaimers

Private Event catering in the home we can not be held responsible for any damage to domestic kitchens or private homes when catering for large numbers of covers.

Menu variations- we reserve the right to make substitutions due to supplier /seasonal circumstances beyond our control.

The substitute will be of equal value and quality and will endeavour to inform you of any changes.

8. Food safety

We would advise you that you should consume all products within two hours of service / delivery
Any food consumed after this window of 2 hours is at your guests discretion and becomes your responsibility.

You accept this responsibility on signing for your delivery/services we take no liability or responsibility.

We take no responsibility for any foods supplied to a event which have not been supplied by us.

9. Food allergies

We would advise to ensure that your guests are aware that they are responsible for their food choices
And should check with our team for the presence of allergies.

And should check with us on booking.

10. Equipment

Any equipment supplied by us which is damaged by you or one of your guests will be charged at the full replacement value plus VAT.

11. Insurance

We strongly advise that you insure your event with adequate cover.

12.labour

We reserve the right to charge overtime for staff should any event run longer than initially planned Or detailed in the package through no fault of the company.

13. The client will indemnify Refectory catering services Canterbury Ltd against all and any claims And liabilities how so ever a raising in respect of any loss, injury , damage, cost, expense or delays Stuffed or incurred by any of our staff and against all claims made by a third party a raising directly or indirectly or in any way connected with a member of our team.

14. These terms of business and conditions are valid from the 1st January 2018 and revised 1 January 2019 and supersede All previous terms and conditions.

The terms assumed to be accepted by the client.