

decadent

CATERING LTD
CATERING FOR ALL OCCASIONS

Terms and Conditions from 1 April 2018

1) Confirmation of Booking

a) Bookings must be confirmed in writing by post or email by you, the Client. At this point you agree to these terms and conditions.

A minimum order of 5 covers for Cold Food, 10 covers for Breakfast individual rolls(Only, all other breakfast menus will be subject to a minimum of 5 covers) and 20 covers for Hot Food is required to complete an order. Orders of less than 5, 10 or 20 respectively will incur a delivery charge of £10.00. NB Orders of less than 5 for cold food will be approved if there is another order made for the same day to the same address and of a similar delivery time.

Special Dietary or Allergen meals will be charged at £1.00 above the menu price.

Orders placed on the day of delivery need to be phoned in by 9.30am to allow for our team to prepare and re-arrange the delivery schedule and accommodate your order.

Weekend deliveries will incur a delivery charge of £15.00 to cover staffing costs.

b) For weddings and private bookings a non-refundable deposit of 10% of the quote is required to secure Decadent Catering Ltd for your event. This also applies to large corporate bookings where the Client does not have an account with us.

2) Hire Costs & Waiter/Waitress Service

a) Decadent Catering Ltd and our partners offer a fully comprehensive hire service from Crockery, cutlery and glassware through to tables, chairs, linen and bar equipment, our list is extensive, competitively priced on request.

b) Decadent Catering Ltd do offer a Waiter/Waitress service and we are happy to quote you for this service on request.

3) Cancellation Charges for

Weddings and Private bookings and Corporate bookings where the Client does not have an account with us

a) In the event of a 'booking' having been confirmed in writing/email and then cancelled, your deposit will be retained and the following charges will be incurred, based on the latest numbers of guests at the agreed price per head + VAT.

- Cancellation received within 60 working days of event – 50% of invoice
- Cancellation received within 10 working days of event – 100% of invoice

b) Any costs incurred by Decadent Catering Ltd in preparation of the 'booking' up until the time of cancellation will be charged to the Client. This is to cover any losses caused to Decadent Catering Ltd for administration costs, supplies etc. and will be discussed in full in the event of cancellation.

Corporate bookings where the Client does have an account with us

a) In the event of a 'booking' having been confirmed in writing/email/telephone and then cancelled before 1pm on the day before the delivery date will incur no charges.

b) In the event of a 'booking' being cancelled after 1pm of the day before the delivery date will incur costs applicable to any preparation of the of the 'booking' and any costs will be passed onto you, the customer after being discussed at the time of cancellation.

4) Payment for

Weddings and Private function and Corporate bookings where the Client does not have an account with us

a) Final guest numbers, timings, and menus changes including any special requirements must be confirmed to Decadent Catering no later than 14 working days prior to the event. The details provided at this point will be used to produce your invoice.

b) Payment of the Clients invoice must be received in full 10 working days before the event. Should Decadent Catering Ltd be advised of any changes to the booking requirements (including the reduction of guest numbers) at a date less than 15 working days prior to the event, Decadent Catering Ltd reserve the right to accept these changes and reduce our invoice value, however should increases occur due to additions once full payment have been received Decadent Catering Ltd will raise an additional invoice, due for immediate settlement by yourself.

c) When balance accounts are not settled within 30 working days of the event, interest will be payable thereon until the date of payment at the rate of 8% every 30 days thereafter. The Client agrees to indemnify Decadent Catering Ltd all the costs of collection of outstanding accounts, including court fees, solicitors charges that may be incurred.

d) Acceptable methods of payment are by BACs, Cheque or Cash.

Corporate bookings where the Client has an account with us.

a) An invoice will be emailed to the Client after delivery of the order and when Decadent Catering Ltd have made collection of our platters and any hired items. Should any platters or hired items be missing/broken/damaged we will discuss replacement costs with you before adding these costs to your invoice.

d) Acceptable methods of payment are by BACs, Cheque or Cash

5) Variations to the Price

a) All prices quoted or listed by Decadent Catering Ltd are based on the prices ruling at the time of quotation and do not constitute an order. Prices may be subject to adjustment prior to the service being provided to cover any increase in such price or in taxation or duty or increase in the cost of labour or in the event of the booking being reduced in duration or number of persons attending. All such quoted prices are exclusive of Value Added Tax.

5) Our Food

a) We use only high quality ingredients and all our food is prepared and cooked on the day of delivery.

b) We advise that the food for cold buffets will stay in a fresh condition for 3.5 hours from delivery provided it is kept in its presentation platters, kept out of direct sunlight and is not kept in an unnaturally warm location or close to a radiator.

c) Our hot self-service buffets will arrive in a high-quality insulated box which the driver will unpack for you. He or she will also set up a chafing dish(s) and give instructions on its use. The chafing dish(s) will keep the food hot for a further 2 – 3 hours, which is the length of time we advise the food to stay out for.

6) Use of Decadent Catering Ltd's Property

a) The Client shall pay for any loss or damage to any platters, equipment, crockery, cutlery, glassware etc which are caused by the Client or his/her guests. Decadent Catering Ltd will not be held responsible for theft, lost or damage to any article brought onto your premises.

b) Decadent Catering Ltd will endeavour to remove all of their platters, equipment, crockery, cutlery, glassware etc at the end of the event where we are present. Otherwise a collection will be made the following day or soon thereafter. Any missing, breakages or damaged items will be notified to you and invoiced accordingly.

7) Liability of Decadent Catering Ltd

a) Decadent Catering Ltd accept no liability under any claim whatsoever arising (be it by negligence or otherwise) for any loss over the figure of the existing Decadent Catering Ltd Public Liability Limit of Indemnity. Note that this figure which may change from time to time, is available upon request.

8) Force Majeure

a) Decadent Catering Ltd shall incur no liability to the Client if performance of the contract is prevented or hindered by any case whatsoever beyond Decadent Catering Ltd's control and in particular but without prejudice to the generality of the foregoing, by act of fire, flood, subsidence, sabotage, accident, strike, or lock out and shall not be liable for any loss or damage resulting there from suffered by the Client.

Decadent Catering Ltd reserve the right to change our Terms and Conditions when necessary due to the continual evolving nature of our business. It is your responsibility to ensure that you are up to date with our Terms and Conditions. **Terms and Conditions – from 1st April 2018**