

Delightful Dining Terms and Conditions

Terms and conditions

These are the Terms and conditions of service between: Delightful Dining. Hereafter referred to as "the company" and the "Client" defined as; as person/s, company/s or organisation/s for which "the company" undertakes to do/are doing any work. "Work is defined as any catering/management/staffing/resorting, done by "the company" for "the client" in any given circumstances.

Estimates

All estimates are provided free of charge with the exception of those quotations requiring significant outlay on our part, (for instance meetings or site visits outside London) where a nominal charge may be requested to cover our costs. Estimates can be given in writing by Fax, Email or Post. All estimates/quotes exclude vat unless otherwise stated. At Delightful Dining we use our years of experience to ensure the estimates are as accurate as possible based on the information supplied to us. However, "the company" reserves the right to correct any mistakes on the Estimate or Quote in writing as soon as it comes to our attention. An estimate is valid for 3 months from the date of issue. All estimates or quotes are subject to their "terms and conditions" unless otherwise agreed in writing.

Tasting

We do charge a fee of £40.00 to cover the cost of any tasting that is requested.

Payment Terms

A confirmation deposit will be required to hold your chosen date. This amount will come off your final invoice. Full payment of this invoice must be cleared 10 working days prior to the event unless credit terms have been agreed in writing.

Cancellations

We shall do our best to accommodate changes that are requested in writing. Then only if agreed we would issue a revised invoice. In the event of a cancellation the following scale of charges shall apply:

within

1 week of the event =100 %*

1-2 weeks before event=75%*

2-3 weeks before event=50%*

3-6 weeks before event=25%*

over 6 weeks Deposit

Except on major projects where work has commenced, charges recovering all cost will apply. 7 days (or less) full payment of all charges. We recommend insurance to cover failure costs.

Liability

The company confirms that they have and will maintain sufficient public liability insurance for events of the nature of the booking. A copy of the certificate (or scanned PDF image) is available on request.

The company follows strict HACCP guidelines for all food production, handling, storage and distribution and dealings with our clients and their guests. Our policy based on these guidelines, restricts the service of foodstuffs, to a maximum of four hours after being removed from refrigeration. The company advise that all food must be consumed after two hours of initial serving, therefore any food consumed after two or more hours of it first being served is at the clients discretion and therefore becomes the clients responsibility.

Where The Company use The Clients Kitchen facilities, they will be thoroughly reviewed prior to the event, but if they are deemed to be unusable on the event date the The Company will accept no liability for the cancellation of the event.

Client's responsibilities

The Client is Responsible for providing the following: -

- Heating, power and water, unless agreed prior to the event, and then a charge will be incurred.
- Waste disposal, unless agreed prior to an event, and then a disposal charge will be incurred.
- Any entertainment, Band, DJ, Photographer and venue manager.
- A clean and safe environment for all staff and guests.

Allergies and dietary requirements

We will endeavour to provide alternative menus for any dietary requirements notified within 3 days of any event. Any costs involved for the outsourcing catering in specialist companies (e.g. kosher, wheat free) will be chargeable. If we are notified of any allergies we will insure that these ingredients are not used in the food provided, however we cannot guarantee any dishes free from trace elements due to the nature of the kitchens.

Food Safety

The Company follows strict health and safety guidelines. Chilled food can only be left out of refrigeration for a maximum of 4 hours. After this time the food will be deemed unsafe and consequently disposed of. Hot Food on a buffet can only be kept out (below 75 degrees) for a maximum of 2 hours and then will be deemed unsafe and disposed of. The company cannot therefore allow food to be left at a venue to the client's disposal.

The correspondence between The Company and The Client shall be taken as confirmation of The Clients agreement with and acceptance of the foregoing terms and conditions. An exchange of letters/emails constitutes a contract.

We except no responsibility or liability whatsoever for any direct, special or consequential loss or other damages howsoever cause or any liability arising from the provision of our Services except in the case of personal injury or death caused solely by our negligence.

In the event we are found liable, our liability shall be limited to the Price, which has been invoiced in respect of that particular event.

Signed.....

Date.....