



PRECISION CATERING TERMS AND CONDITIONS

SERVICES WE OFFER

Our bespoke menu options can be tailored to suit any budget and any event size. Using only the freshest of ingredients our food is home-cooked and sourced locally where possible.

Most dietary requirements can be catered for, due to the necessary strict requirements we cannot provide Kosher food. We can provide vegan, gluten free, dairy free, nut free. All dietary meals will be individually served.

We can also organise and take care of your whole event from start to finish, whether it's in a marquee, hall, indoor or outdoor venue, or simply in your garden at home. We can arrange the hire of a marquee, furniture, crockery, and glasses, plus provide decorations and flower arrangements to suit your taste or theme. Our friendly and attentive staff will ensure your event runs smoothly on the day.

These Terms and Conditions together with the booking form the Contract between Precision Catering and the Client.

DEFINITIONS

Precision catering:

means: Precision Catering Limited.
registered company No: **13333965**
registered address: Bergham Farm, sheep street Lane, Etchingham, TN19 7AZ

Catering services:

means: food preparation, cooking, and waiting services provided by Precision Catering to a Client's event at an agreed location on the agreed date.
Other Services: organisation of part or the whole of an event – venue (marquee, hall, indoor/outdoor venue, at home). Hire of marquee, furniture, crockery, and glasses. Supply of Decorations, and or flower arrangements.

Booking

Confirmation Form: the Contract detail
Client: the person responsible for making the booking.
Provisional Date: the date of the event required.
Estimated Cost: the cost calculated after requirements have been agreed.
The Contract: the Booking Confirmation Form and the Terms and Conditions

1. AGREEMENT

- 1.1 The completion and acceptance of the Precision Catering Booking Form ("The Contract") together with these Terms and Conditions will form an agreement between the Client (whose details appear on the Booking Form) and Precision Catering ("the Contract"). The Terms and Conditions are available on Precision Catering's website or on request. Also, a copy will be attached to the completed booking Form.
- 1.2 At the time of booking the Client must be over 18 years of age and authorised to enter into this Agreement. The Client will be responsible for making all payments due under this Agreement.

2. BOOKING

- 2.1 Provisionally booked dates agreed by both parties will be held for 14 days and will only be confirmed on receipt, by Precision Catering, of the Booking Confirmation Form ("the Contract") and the non-refundable Deposit.
- 2.2 A meeting will be held between both parties to identify the services you require following this an estimate will be produced setting out your requirements and emailed to you.
- 2.3 When requirements have been agreed a Booking Confirmation Form will be issued, setting out your draft menu, event summary, confirming the services to be provided, with an Estimated Cost and Provisional Date.
- 2.4 The signed Booking Confirmation Form is to be returned to Precision Catering

within 7 days of the date set out on the Booking Form.

- 2.5 Receipt by Precision catering of the `Booking Confirmation Form does not constitute a binding contract, to provide the services set out in the booking form, until the non-refundable deposit has been received.
- 2.6 In the event that another Client wishes to book a similar event on the same day, Precision Catering will notify the Client requesting that the booking is confirmed through the payment of the deposit of the Estimated Cost within 48hrs in order to secure the Provisional Date.
- 2.7 Any additions ("The Extras") to the Booking Form will be charged in addition to the original estimated price and added to the invoice issued for payment prior to the event. If further changes are required following the issuance of the final invoice, such changes will be charged and invoiced following the Event.
- 2.8 Precision Catering reserves the right to provide services to multiple events on the same day, provided that such events do not impact the service provided to the client.

3. CONFIRMATION OF EVENT

- 3.1 The Client must notify Precision Catering, in writing, of final attendance numbers for the Event no later than 14 days prior to the Event, confirming all other provisional details such as any allergies and special dietary requirements. Also confirmation of additional services being provided by Precision Catering (services not set out on the Booking Confirmation Form.
- 3.2 For events booked at short notice the Client must notify Precision Catering in writing details of 3.1 no less than 72 hours prior to the event.

4. PAYMENT

- 4.1 Precision Catering will provide the catering services for a Client's event, as set out on the Booking Confirmation Form, on the agreed date. Together with any additional services agreed between Precision Catering and the Client following the issuance of the Booking Confirmation Form.
- 4.2 To secure the services of Precision Catering, a non-refundable deposit of 35% of the estimated cost, as set out on the Booking Confirmation Form, will be required.
- 4.3 Precision Catering will Invoice the Client, for the non-refundable deposit, on receipt of the signed Booking Confirmation Form for all agreed Services. Payment is required 7 days of the date of the invoice.
- 4.4 A separate invoice will be provided for the supply of staff at the event, payable 48hrs prior to the Event. Payment method to be agreed.
- 4.5 Payment in full is required no later than 14 days prior to the day of the event. Full payment is required, less the deposit paid.
- 4.6 Payment shall be made by BACS transfer or by Debit/Credit Card (all debit card/credit card transactions are subject to an additional 3% charge).

5. CANCELLATION

- 5.1 No charge will be levied provided the Client gives Precision Catering with not less than 4 months' notice in writing.
- 5.2 Due to the nature of the services Precision Catering provide i.e. the purchase of perishable food and other consumables in advance of the event the cancellation charges are levied as set out below will be applied.
- 5.3 16 - 12 weeks 55% of estimated final invoice
13 - 8 weeks 70% of estimated final invoice
9 - 6 weeks 85% of estimated final invoice
5 - 1 weeks 90% of estimated final invoice
- 5.4 All cancellations must be made in writing and delivered either by hand or by recorded delivery.
- 5.5 For the avoidance of doubt the deposit paid is non-refundable.
- 5.5 Cancellation by Precision Catering will be issued:
- 5.5.1 if payment for the services being provided has not been received as set out under the terms of this agreement.
- 5.5.2 or a breach by the Client of any of the provisions within the Contract

6. FOOD HYGIENE

- 6.1 Precision Catering will provide the Catering Services with reasonable care and skill and in accordance with the food catering industry standards for hygiene and general cleanliness. Concerning:
 - 6.1.2 the preparation and cooking of food:
 - 6.1.3 the handling and service of food, beverages, utensils, and tableware.
 - 6.1.4 in compliance with statutory and regulatory requirements affecting the preparation, cooking, handling, and serving of food.

7. PRECISION CATERING REQUIREMENTS

- 7.1 Precision Catering will require to visit the site/venue with the Client to confirm the arrangements and agree the set-up of the event, identifying any additional equipment that may be required. Review the access to the Location for setting up equipment and services. At a date and time to be agreed by the Client and Precision Catering.
- 7.2 During the event Precision Catering and Staff will require constant access to and from the venue whilst providing the services. The Client agrees to ensure that Precision Catering can enter and leave the location without excessive restriction.

8. OBLIGATIONS OF THE CLIENT

The Client will:

- 8.1 Make the location and any agreed facilities available prior to and on the date of the event.
- 8.2 When organising the setup of the event ensure that the venue is setup and equipment is delivered as agreed and confirmed to you in writing. Failure to comply with this could result in an additional charge made by Precision Catering if Precision Caterings' services are used to rectify any issues that may arise as a result.
- 8.3 Ensure that all guests attending the event behave in a proper manor and do not in any way behave inappropriately towards Precision Caterings' staff including threatening, abusive, and inappropriate or sexual behaviour comments.
- 8.4 If children are to be present ensure:
 - 8.4.1 that they are properly supervised, and proper care is taken of them.
 - 8.4.2 they are prohibited from entering the kitchen/preparation areas.
 - 8.4.3 appropriate steps are taken should an accident occur for a qualified first aid person to be present.
- 8.5 The Client will ensure that anyone serving food at a function, other than staff supplied by Precision Catering, are made fully aware of the allergen ingredients of the food they are serving.

9. THIRD PARTIES & QUALITY ASSURANCE.

- 9.1 If the Client chooses to supply items of food for the Event, Precision Catering will comply with the request to prepare and/or serve such items but reserves the right to dispose of or not to serve any such item if at Precision Caterings' sole discretion, deem such item is unfit for human consumption and/or displays signs of contamination or deterioration and/or cannot be demonstrated to have been stored in accordance with statutory and/or met regulatory requirements prior to delivery to the Event.
- 9.2 Precision Catering will accept no liability or responsibility for any staff working at an Event, that have been provided by third parties.
- 9.3 If the Client appoints a third party other than Precision Catering to supply catering services. The Client acknowledges that they are aware of their obligations regarding food safety in relation to serving or supplying any food, to an Event and the requirement to familiarise themselves with food hygiene practices Online food safety training | Food Standards Agency including allergen awareness training.
- 9.4 To comply with food allergens, in accordance with the Food Safety Regulations, any food supplied to an Event, a chart must be available with the ingredients for each dish being supplied. This regulation applies to anyone providing catering services.
- 9.5 All excess food at the Location at the end of the Event shall be removed and disposed of by Precision Catering in accordance food hygiene requirements save where such food or drink has been supplied by the Client in which event the Client shall be responsible for removing excess food or drink and empty bottles unless otherwise agreed between Precision Catering and the Client.

10. PRICE CHANGE

- 10.1 Given the current economic climate, our estimated invoice for future events may be subject to price increases.
- 10.2 Should the suppliers of Precision Catering increase their prices; Precision Catering reserves the right to pass on such increases and amend the estimated invoice accordingly.
- 10.3 Clients will be notified of any increase as received. Precision Catering will endeavour to try their best to keep quotes as accurate as possible.

11. ENVIRONMENTALLY AWARE

Precision Catering are sensitive to the environmental issues and wherever possible strive to help the environment. Our Policy is to use local suppliers and local produce, to reduce our carbon footprint, when possible.

12. DATA PROTECTION

- 12.1 Precision Catering stores personal data relating to Clients. Precision Catering will comply with the provision of the Data Protection Act 1998. The Data will only be used for the purposes of Precision Caterings' business and will not be shared or transmitted to any third party, except for purposes described in the "privacy" statement below.
- 12.2 To carry out your booking Precision Catering will need to collect certain details from you. These details may include payment details such as credit/debit card or other special requirements such as those relating to any disability, medical condition or dietary requirements which may affect Precision Caterings ability to deliver their contracted catering services.
- 12.3 Where you provide details relating to any disability, medical condition, dietary requirement, physical or mental health, we will ask you to give us your written consent to confirm our holding and using such information.
- 12.4 Except where expressly permitted by the Data Protection Act, we will only deal with the personal details you provide to us as set out above unless you agree otherwise. For example: if we wish to use any of your personal details for marketing purposes, we will ask you this when we ask for the details and give you the opportunity to say no if you do not want us to do so.
- 12.5 We promise to keep all personal details you give us in connection with your booking confidential. We have appropriate security measures in place to protect this information entrusted to us.

13. DAMAGE

- 13.1 Precision Catering reserves the right to charge the Client after the Event for any damage to any equipment supplied by Precision Caterings that has been caused by the Client or the attendees of the Event.
- 13.2 Notice of any damage will be notified to the Client within 14 days after the Event.

14. FORCE MAJEURE

- 14.1 Precision Catering shall not have any liability to the Client under this contract for any circumstances that result in delays or failures, that is beyond Precision Caterings reasonable control. Including to but not limited to
 - 14.1.1 Acts of God
 - 14.1.2 Terrorist activities
 - 14.1.3 Fire
 - 14.1.4 Epidemic
 - 14.1.5 Natural disaster
 - 14.1.6 Governmental or regulatory action
- 14.1.7 infestations such as but not limited to rodents, insects, ants, wasps bees, bad weather and power failure.

Should such a event occur Precision Catering will promptly notify the Client.

15. GOVERNING LAW

This Agreement shall be governed by the law of England and Wales and both parties submit to the exclusive jurisdiction of the Courts in England and Wales.