



THE LEGAL STUFF

TERMS & CONDITIONS

These Terms & Conditions apply to all bookings and services provided by Sussex Caterers ("the Caterer"). By confirming a booking, paying a deposit, or accepting a quotation, the Client acknowledges that they have read, understood, and agreed to these Terms & Conditions.

1. Booking Confirmation

All bookings must be confirmed in writing by the Client. Email confirmation is acceptable. A booking will only be considered confirmed once written confirmation has been received and the required deposit payment has been received by the Caterer. The Caterer reserves the right to release provisional bookings if confirmation and deposit payment are not received within the agreed timeframe.

2. Deposits and Payments

For new clients, a 20% non-refundable deposit is required to secure the booking date. The remaining balance must be paid no later than 15 banking days prior to the event date unless otherwise agreed in writing. For established clients, payment terms are 30 days from the date of invoice unless alternative terms have been agreed in writing. The Caterer reserves the right to suspend or cancel services if invoices remain unpaid beyond agreed terms.

3. Quotations and Pricing

All quotations are based on information provided at the time of enquiry including guest numbers, menu selection, venue location and staffing requirements. All prices quoted are exclusive of VAT unless otherwise stated. The Caterer reserves the right to amend pricing where changes occur including guest numbers, menus, service requirements, staffing or supplier costs. Any changes will be discussed with the Client prior to confirmation.

4. VAT

All prices quoted by Sussex Caterers are exclusive of Value Added Tax (VAT) unless otherwise stated. VAT will be applied at the prevailing UK rate at the time of invoicing and will be clearly shown on all quotations and invoices. It is the responsibility of the Client to review the quotation and confirm acceptance of the total cost including VAT prior to confirming the booking.

5. Final Guest Numbers

Final guest numbers must be confirmed no later than 14 days prior to the event. Where numbers decrease after this date, the Caterer reserves the right to charge based on the previously confirmed numbers. Where numbers increase, the Caterer will endeavour to accommodate the request but cannot guarantee availability of food, staff, or equipment.

6. Menu Availability and Substitutions

All menus are subject to the availability of seasonal ingredients and supplier stock. The Caterer reserves the right to make reasonable substitutions where necessary and will communicate significant changes where possible.

7. Dietary Requirements and Allergens

The Caterer will make reasonable efforts to accommodate dietary requirements where communicated in advance. Food preparation takes place in kitchens where allergens may be present and therefore the Caterer cannot guarantee the complete absence of trace allergens.

8. Cancellations

All cancellations must be made in writing. More than 15 banking days before the event – loss of deposit only. 14 banking days or less before the event – 50% of the total event charge. Additional costs already incurred may also be recoverable.

9. Changes to Bookings

Where a confirmed booking is altered by the Client including event date, venue, guest numbers or menu, the Caterer reserves the right to apply additional charges where such changes result in increased costs or loss of earnings. Where applicable a 30% charge based on the original booking value may be applied.

10. Venue Access and Facilities

The Client must ensure suitable access to the venue for delivery, setup, service and breakdown. Where food preparation is required on-site the Client must ensure appropriate facilities are available including power, water and safe preparation areas. The Caterer cannot be responsible for delays caused by restricted access.

11. Service Times

Event service times will be agreed in advance. Where service extends beyond the agreed time due to changes or delays outside the Caterer's control, additional staffing charges may apply.

12. Equipment Hire and Damage

Where equipment is supplied including crockery, cutlery, glassware or catering equipment, the Client assumes responsibility for these items for the duration of the event. A £200 refundable equipment deposit may be required. Broken or lost equipment will be charged at full replacement cost.

13. Staff and Conduct

All staff remain under the direction of the Caterer. The Client is responsible for the behaviour of guests and contractors. The Caterer reserves the right to withdraw staff if they are subjected to unsafe or abusive behaviour.

14. Bar Service and Alcohol

Where alcohol service is provided, service will be carried out in accordance with UK licensing laws. The Caterer reserves the right to refuse alcohol service to intoxicated individuals or those unable to prove legal age.

15. Food Safety

The Caterer maintains high standards of food safety in accordance with UK regulations. Once food has been delivered or served, the Caterer cannot be responsible for food improperly stored, reheated by others or consumed outside recommended time limits.

16. Waste and Clearing

Where specified, the Caterer will clear tables and assist with breakdown. Food waste and general waste removal is not included unless agreed in advance.

17. External Suppliers

The Caterer cannot be held responsible for the performance of thirdparty suppliers including venues, entertainment providers or hire companies.

18. Insurance

The Caterer maintains appropriate Public Liability Insurance. Proof of insurance can be supplied upon request.

19. Limitation of Liability

The Caterer shall not be liable for delays or failures caused by circumstances beyond reasonable control including traffic disruption, vehicle breakdown, weather conditions, supplier failure or venue issues.

20. Force Majeure

The Caterer shall not be liable for failure to fulfil obligations where circumstances arise beyond reasonable control including natural disasters, strikes, government restrictions or other unforeseen events.

21. Acceptance of Terms

By confirming a booking, paying a deposit, or accepting a quotation issued by Sussex Caterers, the Client confirms acceptance of these Terms & Conditions in full.

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