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Version 1.4 (25/03/21)

TERMS & CONDITIONS

Epi Catering Ltd.

The Haven | Selby Gardens | Uckfield | TN22 5EF | East Sussex

These Terms and Conditions apply to the following as may be applicable:

The Company's supply of catering services to other persons or firms.

The Company's supply of catering advisory and consultancy services to other persons or firms.

The Company's supply of staff to third person parties

The contract will be between the Company (stated below and hereinafter referred to as 'Company', 'Epi Catering Ltd.', 'we', 'us') and the Customer (stated below and hereinafter referred to as 'Customer', 'you', 'your'). These Terms and Conditions do not in any case affect your statutory rights as stated by the British government.

1. Menu & Quotations

1.1. Whilst every effort will be made to ensure the accuracy and precision of quotations, prices quoted only become binding once agreed in your catering package and once the Terms and Conditions come into force. It is the price quoted in your 'event quote' which must be paid in full, however, the Company reserves the right to charge more for the food to be provided and/or for labour in the event that the cost of such items increases significantly, as a result of a change made by the client, between the time of conclusion of the contract and the event for the following reasons:

Any significant menu changes that may involve extra cost directly incurred to the company.

Event layout changes that directly affect the number of staff necessary to maintain the service standard set by the Company.

Additional services provided by the Company on short notice that incur direct costs upon the Company.

In the event that extra costs are incurred to the Company in staff wages as a direct result of an unreasonable time delay to the agreed upon service.

In this case the price increase will only be the amount of additional cost directly incurred by the Company and any price change will be notified to you in writing as soon as possible.

- 1.2. Please note that all of our food may contain allergenic ingredients. Special diets for food allergies will be catered for only if they have been arranged prior to your event and confirmed in writing. If you wish to know more about our ingredients, please speak to your Event Coordinator or Head Chef. Every care will be given during the event in case of any allergy sufferers, but Epi Catering Ltd. cannot, at any time, guarantee an allergen free kitchen, any food is consumed at the guest's own risk.
- 1.3. All perishable food items which are not consumed within two hours after serving at room temperature should be immediately disposed of. Any person subsequently consuming said food, or removing food from the premises for later consumption, does so at their own risk. Epi Catering Ltd cannot accept responsibility for food consumed otherwise than at the location at which the food is supplied, or after the initial two-hour period.

2. Services & Pricing

- 2.1. If the number of guests attending the event exceeds the numbers originally booked, and if we are able to cater for them, we will charge, at the same rate, for the additional number.
- 2.2. Confirmed guest counts must be notified to us in writing no later than 14 days prior to the event. After this time if the numbers increase by up to 10 this can normally be accommodated, but this is not guaranteed and allowances cannot be made if the numbers drop.
- 2.3. Gratuities are at your discretion, and Epi Catering Ltd does not apply an additional service charge.
- 2.4. Unless agreed otherwise in writing the only services that the Company agrees to provide to you are the services specified in your 'event confirmation summary' which you have agreed to in writing. Additional services may be added at the direct request of the customer or a previously appointed third party. Epi Catering Ltd. reserves the right to charge an additional fee if deemed necessary.
- 2.5. Our contract with you for the provision of services will come into effect when your non-refundable, non-transferable initial deposit is cleared funds in our bank account.
- 2.6. Epi Catering Ltd is not at any time responsible for the safe keeping of clients' valuables, personal belongings and gifts and we recommend that all personal items are taken home with you at the end of your event.

3. Payment

- 3.1. All initial deposits are non-refundable and non-transferable, exempt only by express permission of the Director of Epi Catering Ltd.
- 3.2. A non-refundable, non-transferable initial deposit at 10% of the invoice total for event catering is required to be made to us in cleared funds, before your booking is confirmed. The remaining balance of the total will be split into 3 payments due in the months just prior to the event unless other arrangements are made.
- 3.3. Payment can be made by cash, cheque and BACS transfer. Account details will be made available to you on your event confirmation summary. Please make cheques payable to Epi Catering Ltd.

4. Equipment

- 4.1. If Epi Catering Ltd. has coordinated any additional rental needs for your event from a third party supplier, we will not be held responsible for any losses or damages of the hired equipment. You will be notified, in writing, at the earliest possible convenience if there are any charges due for lost or damaged equipment.

5. Labour

- 5.1. The Company reserves the right to charge (including for any applicable overtime rates) more for staffing costs should any function run on longer than initially planned or detailed in the event confirmation summary through no fault of the Company. You will be notified, in writing, at the earliest possible convenience.

6. Cancellation

- 6.1. The following cancellation charges will be applied, which reflect the costs and expenses we may incur on your behalf as the function date nears, and the reduced time available to us to obtain any alternative bookings:

The initial deposit paid is non-refundable, non-transferable regardless of the length of time prior to the event you decide to cancel, exempt are cases with the express permission of the Director of Epi Catering Ltd.

In the event the Customer cancels three months or less before the event date you will owe Epi Catering Ltd. 75% of the total contracted price, exempt are cases with the express permission of the Director of Epi Catering Ltd.

In the event the Customer cancels one month or less before the event date you will owe Epi Catering Ltd. 100% of the total contracted price, exempt are cases with the express permission of the Director of Epi Catering Ltd.

7. Cancellation of Events Due to UK Government Law (Pandemic Clause)

7.1. If we are unable to cater your event due to any UK legislation that forbids us from catering your event (such as a government lockdown due to the Covid-19 pandemic), you will be entitled to a full refund of any deposit(s) paid or the deposit(s) could be applied to a mutually agreed rescheduled date.

8. Insurance

8.1. The Company strongly recommends that clients arrange adequate Event & Cancellation Insurance to protect against cancellation, costs, damage and public liability.

8.2. The Company will, at all times, be covered by Public Liability Insurance up to £5million.

9. Miscellaneous

9.1. These Terms and Conditions shall be governed at all times by the Laws of England and Wales and all the involved parties in this agreement submit to the jurisdiction of the courts of England and Wales. These Terms and Conditions do not in any case affect your statutory rights as stated by the British government. Any change to the Terms & Conditions will be presented to any previously booked events at the earliest possible opportunity. The Customer may reserve the right to veto the proposed change as it applies to their previously booked event.