

# Catering Terms and Conditions

## Effective February 2009

**Discounts, Quotes, Availability, Guest Numbers** - We reserve the right to withdraw any volume catering discounts or quotes rendering them "null and void" unless bookings are confirmed and deposits lodged within a reasonable period after quoting. A reasonable period is not more than two weeks after the initial quote. When a "Contract Price" has been agreed, any variation in quantity or menu renders that contract price Null and Void. An updated quantity or menu defaults automatically to the online quoting system at the time of alteration. Availability is advised at the point of enquiry and is subject to a first come first served basis. Reductions in guest numbers, and the value of service pre-booked with a deposit may not exceed 10% of the total cost up to 2 weeks before the event. No reduction in service or guest numbers can be accepted within the two week period prior to the event.

**Quality** - We use only purpose made fully automatic CE approved machines, which are specifically manufactured to the highest quality to give faultless results time after time. Our chef controls the progress of the roasting which gives you a succulent hog, lamb, beef, turkey, or chicken roast cooked to perfection for 50 to 5,000 guests.

**Hog Roast** - Our hog roast will serve up to 50 persons for half a hog, or a whole hog of between 40kgs and 80kgs for 50 - 200 persons.

**Serving & Serving Stations** - Included in your catering quote is a chef and assistant who will deliver and serve quality catering at serving station from heated chafing. Large events will have one or more serving stations, and extra chefs when required. Advice can be given regarding serving durations and menus.

**Hygiene and Cleanliness** - Each member of our staff wears hygienic protective clothing and sterile protective gloves during the carving and handling of your food.

**Refrigeration** - Meat and vegetables are kept within the correct temperatures at all times. A hog roast that is booked on a Sunday or Bank Holiday Monday would have been stored in our own purpose built commercial refrigerators until required on the day of the event.

**Safety** - Equipment is checked for safety every six months. Electrical equipment is PAT tested. No equipment in our current fleet of hog roast ovens or barbecues are more than 3 years old. A strict regime of modernisation is adhered to not only to ensure reliability and safety too.

**Ovens** -The hog roast ovens get very hot by definition and therefore Health & Safety regulations apply. Please specify in advance if you wish your guests to experience the theatre and aroma of the whole hog roasting event by having the hog or lamb in view. Extra cooking time would have to be calculated due to the spit roasting machines being opened frequently to viewing.

**Booking** - your catering is very easy, just inform us of the date of your event (the sooner the better). If you are just hiring the machine on a DIY, Do It Yourself basis a deposit will be payable on booking. If you are hiring us to cater for you, including a chef, and assistant, you will need to send a cheque deposit on receipt of your proforma invoice. Bookings in excess of £2,000 or when china and cutlery is hired in, we require a further 35% to reach us 14 days before the event. All outstanding balances have to be paid prior to the event day or balance in **cash** on arrival.

**Plates, China & Cutlery** - For outside events we supply white disposable plates, knives, forks, spoons and napkins, however there is an option to upgrade to a higher patterned quality for marquee functions etc. Alternatively, we can offer list price chinaware, cutlery, tablecloths, napkin hire available from us or go direct to [www.outside-catering-hire.co.uk](http://www.outside-catering-hire.co.uk) our local supplier.

**Catering Area** - A summer ball, school reunion, weddings and any other event held in a marquee will normally

require preparation in the days leading up to that special day, whilst we can boast purpose built kitchens to cater for these events it is normal for your marquee hire company to ask you what your caterers require in the form of a covered catering area. It is almost impossible to provide a professional catering service in space that amateurs or "warm up" caterers would work in.

**Safe Access to Catering Area** - The client is responsible for providing clear access with a well lit clear path to and from the catering or marquee areas. The catering or marquee areas must be fit for the purposes of catering, and or housing staff. The company cannot be held responsible for any damage whatsoever or late serving times as a result of "party tents" being provided. Other such recreational structures that are absent of ground wall support rails that subsequently allow walls, doors, or roofs to break loose, and or flap in breezy or windy conditions will cause unavoidable delays in service . If extra lighting is required the client authorises the company to erect supplementary lighting and charge in accordance with their normal hire charges for those items.

**Square Footage** - We successfully provide **Zero Risk Catering** with great food to a variety of clients working with Celebrity TV chefs on special events. From our experience we have a formula for the space required to cater professionally. The first menu course requires approximately 1.5 sq ft per guest (hot vegetable buffet counts as a course) and subsequent courses require  $\frac{3}{4}$  sq ft per course. Formula = 100 guests x canapés + main course + dessert = 300 sq ft catering area. If you require clearing to the catering tent, then add one square foot per guest to cover extra space required.

**Allergies** - Any special allergies must be made know to us by separate letter addressed to "The Manager" prior to your event. This will ensure that special dietary requirements are adhered to in respect of food preparation. On the day of your event any guests with special pre-arranged dietary requirement should make themselves known to the chef or supervisor in charge of your event.

**Power Supply** - Large events should have a minimum of 2 x 3 kilowatt 3 pin points to run fridges, freezers, and tea and coffee making devices, plus smaller commercial cooking paraphernalia. Smaller catering events can manage with bought in "super silent" generating power available for hire from [www.outside-catering-hire.co.uk](http://www.outside-catering-hire.co.uk)

**Inclement Weather** - It is necessary for the client to provide shelter. Either you can arrange for shelter to be on site or we can make arrangements for delivery from [www.outside-catering-hire.co.uk](http://www.outside-catering-hire.co.uk). If you wish to hire in a shelter local to your event please make sure the shelter has all 4 sides with a zip or lace up entrance. Gazebos do not have sides and cause problems for staff and cooking times when raining and windy. Severe bad weather such as wind, rain, and sub zero temperatures at your venue will increase cooking times at any event that has not supplied adequate shelter.

**Waiting Staff** - For events held in a marquee or other venues we assume that you will have booked or are going to book waiting staff to clear tables and serve drinks, i.e. Bucks Fizz, Champagne Toasts, Wines, serving cake, etc. Canapés can be provided and served by your waiting staff. The ratio of staff to guest varies according to carry distances and serving preferences. Waiting staff have to be supervised and are hired for a minimum of 6 hours, plus traveling time. Waiting staff will break for 15 minutes after 3 hours, 30 minutes after 6 hours, 15 minutes after 9 hours, 30 minutes after 12 hours. Waiting staff are supplied on a "job and go" basis and may be released at any time by their supervisor after their work is complete. Feel free to supply your own staff for your event, deal direct by searching for "Staff" on [www.outside-catering-hire.co.uk](http://www.outside-catering-hire.co.uk) or we can supply based on your completed Booking Form and Flow Chart.

**Portions** - It is vital that you give us an accurate account of the portions/covers to be catered. We always cater for healthy appetites, which have recently included 3,000 family members of the 3rd Battalion of the Parachute Regiment. We cooked and served hungry commuters at Waterloo station working with TV chef Brian Turner serving 840 breakfast rolls in just 2 hours. Accurate guest numbers allow us to provide for all without risk of running out.

**Breads** - We only use quality local products (mostly organic) for our outside catering events, our baps or bread rolls are specially ordered from a variety of local sources.

**Traveling** - Please note catering prices quoted are to travel within our catchment area inside Surrey, Sussex, Hampshire, Kent, Wiltshire, London, Essex, Dorset, Gloucester, Berkshire, and Hertfordshire. Other areas may be catered including mileage depending on the size of the event.

**Late Finishing Events** - Events that require staff after 22.00hrs will attract an extra staff charge, normally time and one half.

**Site Visits & Meetings** - Can be arranged for multiple course menus once your event is booked, deposited and confirmed in our calendar.

**Menu Tasting** - Clients that wish to sample some or part of our menus at our registered kitchen premises during office hours will be charged out at cost price for labour and materials used, outside these hours labour is time + one half from the start of preparation to completion.

**Force Majeure** - We cannot accept liability or pay compensation where the "performance or prompt performance of our contractual obligations is prevented or affected by circumstances amounting to force majeure" Such events may include but are not limited to war or threat of war, riots, civil strife, terrorist activity, industrial action, natural or nuclear activity, wet or windy weather conditions, fire and all similar events outside our control".

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**Delivery Charges** - This includes departments which hire and deliver DIY catering equipment, DIY spit roasting machines, DIY bbqs, marquees, generators and ancillary DIY catering equipment.

**Seasonal Pricing** - Seasonal prices and seasonal menus are subject to availability and change without prior notice.

**Catering - Payment Terms** - Deposits are received to book catering staff and allocate equipment to your event. Booking your event closes our availability to other clients and is therefore a deposit is not refundable. Clients may wish to investigate obtaining specialist event insurance which may cover cancellation circumstances

**Catering Hire - Payment Terms** - All non-account customers are required to pay a deposit to secure any order. The deposit incorporates a bond to cover any possible breakages and this will be returned after all checks have taken place. Full payment of the order must be received in advance or on delivery.