



## *Terms and Conditions of Function Agreement*

John Hewitt Catering, referred to as JHC from hereon out, aims to give every client the event that they want. Written confirmation or receipt of a deposit for a booking confirms acceptance of these terms and conditions. These conditions apply to all private and corporate events.

### **1 Booking Confirmation**

- 1.1 All functions require written confirmation to JHC, accompanied by the required deposit, within 14 days of the booking. In the event of cancellation, the deposit is non-refundable. In the event that no confirmation or deposit is received within 14 days of the event, the booking may be deemed to have been cancelled by the client.
- 1.2 JHC must receive confirmation of the final number attending the event 14 days before the event. The number of confirmed attendees will be the minimum number of people charged for. An increase in numbers may require a review of the costing of the event.
- 1.3 Any special dietary needs or allergies must be communicated to JHC in writing with the booking confirmation. Failure to do so may mean that special requirements are not catered for at the event, at no fault of JHC.

### **2 Menus**

- 2.1 Where no specific menu or 'buffet' is specified, JHC reserves the right to choose a selection food deemed appropriate.
- 2.2 JHC reserves the right to substitute any item in the menu for an appropriate alternative if for any reason the original item is not available.
- 2.3 Vegetarians will be catered for at all events. Any other special dietary requirements or allergies must be communicated to JHC in writing with the booking confirmation. Failure to do so may mean that special requirements are not catered for at the event, at no fault of JHC.

### **3 Delivery**

- 3.1 Delivery of food to a venue within 5 miles of 12 Queen Street, Maidenhead, SL6 1HZ is included within the price of the catering. Delivery charges may apply outside of this area.

### **4 Liability**

- 4.1 Clients and their guest must adhere to the health and safety policies of the venue.
- 4.2 The client is responsible for providing accurate information relating to the event, venue and attendees within the time frame set out by JHC.
- 4.3 The client is responsible for ensuring that the venue is suitable for the event, and has the appropriate equipment and utilities for JHC's needs. Failure to do so may result in JHC cancelling the event with no further responsibility on our part.
- 4.4 JHC would advise that all food must be consumed within two hours of initial serving, thus any food consumed after this time is at the clients discretion and therefore becomes their responsibility.
- 4.5 JHC is not liable for any loss or damages caused as a result of the client's failure to provide JHC with information accurately or in time. This includes (but is not limited to) information relating to the venue and guests dietary requirements.

### **5 Complaints**

- 5.1 While JHC endeavours to provide the highest standard of service possible, any customer or guest complaint should be sent in writing to JHC Head Office at 12 Queen Street, Maidenhead, SL6 1HZ, or [info@johnhewittcatering.co.uk](mailto:info@johnhewittcatering.co.uk). JHC will respond to any complaints within 7 days of receipt.

## **6 Changes and Cancellation**

- 6.1 JHC must be advised of any cancellations or changes to the event, including (but not limited to) reductions or increases in the number of attendees, change of venue, date, time or requirements for the event, or cancellation of the event, in writing as soon as possible.
- 6.2 Changes or cancellations over 14 days before the event can be accepted without charge. Changes made to the booking within 14 days of the event may require a review of the costing of the event and extra charges incurred. Cancellation of the booking within 14 days of the event may result in the deposit not being refunded at the discretion of JHC.
- 6.3 If for any reason JHC needs to cancel the event, JHC will contact the customer as soon as possible and confirm in writing. Payment to JHC will only be needed for any service or goods JHC has already provided.
- 6.4 JHC reserves the right to cancel any function without any further responsibility on our part if:
  - 6.5 The customer goes into administration, liquidation or becomes bankrupt, threatens to cease business or may be unable to make payment for the event.
  - 6.6 The booking might, in our opinion, prejudice our reputation.
  - 6.7 The customer is over 30 days in arrears of payment to JHC.
  - 6.8 The customer requests a change to the event which is impractical for JHC to fulfil.

## **7 Price and Payment**

- 7.1 The amount to be paid is calculated by the confirmed number of attendees multiplied by the price of the menu choice plus any other services requested by the customer, as agreed by booking confirmation.
- 7.2 The deposit payable 14 days before the event will be 10% of the quoted price for the event unless otherwise stated.
- 7.3 Full payment for the event is due within 14 days after the event unless otherwise agreed, to a maximum of 30 days after the event. After this time, JHC reserves the right to impose additional charges for late payment.
- 7.4 If the event over-runs the stated finishing time, JHC reserves the right to charge at an hourly rate to their discretion until their services are no longer needed, or cease providing the service at the stated finishing time.
- 7.5 No deductions or discounts will be made for any services or goods included in the agreement but not used at the event.
- 7.6 Any invoice queries must be received by JHC within 14 days of the customer receiving the invoice, after which the invoice will be deemed accepted by the customer and become fixed.