

1) Booking Your Date with DDW Catering Ltd

- a) All event bookings and buffet requests must be confirmed by email by the client. A non-refundable deposit is required to secure DDW Catering Ltd for the date of your event. For events under 50 guests a deposit is not required.
- b) All large event bookings are subject to minimum guest numbers, these will be confirmed by email by DDW Catering Ltd to the clients.

2) Deposit

- a) A deposit figure (subject to the inclusion of VAT) will be provided to the client by email by DDW Catering Ltd once your booking confirmation is received.
- b) This deposit will be deducted from the total event costs which will be issued to the Client no later than 15 working days prior to the event (please see our payment terms below).
- c) Payment methods - We take bank transfer, debit or credit card or cash

3) Booking Confirmation

- a) Once the Client's deposit has been received a confirmation email will be sent by DDW Catering Ltd together with an invoice detailing the deposit and balance due date.

4) Variations to the Price

- a) All large bookings are subject to minimum guest numbers of 60 unless otherwise confirmed by DDW Catering Ltd at the time of booking.

5) Payment of Total Event Costs Prior to Event

- a) Payment in full is required for all catering services to be provided by DDW Catering Ltd prior to the event. Final guest numbers must be confirmed via email to DDW Catering Ltd no later than six weeks prior to the event.
- b) The information provided at this point will be used to produce your total event cost invoice, arrange staff and coordinate with your venue. Once our invoice is received by the client payment must be received no later than four weeks before the event.
- c) If DDW Catering Ltd is told of any changes to event requirements (including the reduction of guest numbers) at a date less than 15 working days prior to the event, DDW Catering Ltd reserve the right not to accept these changes, nor reduce our invoice value which will still be due in full. If increases occur due to additions once full payment have been received DDW Catering Ltd will raise an additional invoice following the event for these guests or extra food needed, payment will then be due for immediate settlement by the client.

6) Cancellation Charges

- a) In the unfortunate event of a booking having to be cancelled DDW Catering Ltd will confirm receipt of the cancellation once the client has made contact by email, the phone or in person. Your deposit will be retained and the following charges will be incurred.
 - i) Cancellation received within 60 working days of event – 50% of total event cost
 - ii) Cancellation received within 15 working days of event – 100% of the total event cost
 - iii) Cancellation of smaller corporate events under 50 guests where no deposit was taken we require a minimum of 72 hours' notice. If cancellation is received later than this we reserve the right to take payment in full.
- b) The total event cost will be based on the numbers of guests scheduled, at the agreed price per head + VAT.
- c) Any additional costs incurred by DDW Catering Ltd in preparation of the event up until the time of cancellation will be charged to the client. This is to cover any losses caused to DDW Catering Ltd including, but not exclusive, administration costs, travel, supplies and staff. This will be discussed fully in event of cancellation.

7) Dietary Requirements and Allergies

a) DDW Catering Ltd will endeavour to provide suitable adaptations to the client's menu for any guests with special dietary requirements or allergies. We cannot however take responsibility for alternative dietary requirements unless advised in advance (no less than 7 working days prior to the event). Although every effort will be made in the case of a severe allergen DDW Catering Ltd can not 100% guarantee there will not be traces of the allergen in question. It is the client's responsibility to share this information with guests.

8) Client's Own Food and Drinks

a) We accept no liability for any food supplied to the client by another caterer (or food products supplied by the client themselves) in addition to those arranged by DDW Catering Ltd.

b) If agreed prior to the event, DDW Catering Ltd will serve a client's drinks, table wines etc. during their event subject to waitress fees and corkage fees, please ask for further details.

9) Client's use of DDW Catering Ltd's Property and Client's Personal Property or Gifts

a) The Client agrees to pay for any loss or damage to any equipment, crockery, cutlery or glassware supplied by DDW Catering Ltd for the event, including any damages caused by the client's guests.

b) DDW Catering Ltd will not be held responsible for the theft, loss or damage to any personal effects of the client or gifts brought onto premises by the client guests.

10) Liability of DDW Catering Ltd

a) DDW Catering Ltd accept no liability under any claim whatsoever arising (be it by negligence or otherwise) for any loss over the figure of the existing DDW Catering Ltd's public liability limit of Indemnity. Note that this figure which may be subject to change, is available upon request together with a copy of our Certificate.

11) Exceptional Circumstances Beyond Our Control

a) DDW Catering Ltd shall incur no liability to the client if performance of the contract is prevented or hindered by any case whatsoever beyond DDW Catering Ltd's control and in particular but without prejudice to the generality of the foregoing, by act of fire, flood, subsidence, sabotage, accident, strike, or lock out and shall not be liable for any loss or damage resulting there from suffered by the Client.

12) Event Over Runs

If a staffed event should over run and any staff are required to stay beyond the agreed time confirmed in the quote, the client agrees to pay DDW Catering Ltd additional staff costs at the previously agreed rate.

13) Clear Down of Event

DDW Catering Ltd will clear away for the previously agreed staffed time period. The client must ensure that the venue is advised on previously agreed staff hours of DDW Catering Ltd and that they are suitable with their closing down procedures. DDW Catering Ltd will collect any outstanding glassware or equipment at a previously agreed time.

14) Delivery

Although every effort is made to arrive before your requested delivery time DDW Catering Ltd cannot be held responsible for a delayed delivery due to unforeseen circumstances.

DDW Catering Ltd reserve the right to change our Terms and Conditions when necessary due to the continual evolving nature of our business. It is your responsibility to ensure that you are

up to date with our Terms and Conditions which are available on request or printable via our website at www.ddwcateringltd.co.uk