

### **Terms and Conditions**

1. Confirmation of booking is requested by signature of the booking form, together with the deposit amount stated on the booking form. This deposit is non-refundable.
2. Signing of the booking form, or payment of the deposit, shows acceptance of Lovejoy Catering and Events Terms and Conditions. Breaking of these terms and conditions may result in the loss of your deposit, including any additional administration fees.

### **Minimum Event Requirements**

1. Our finger buffet prices are for a minimum of 40 (forty) adult guests. Final numbers below 40 (forty) adult guests will be charged at the full price for 40 (forty) adult guests.
2. Our wedding, barbecue, fork buffet and dinner prices are for a minimum of 50 (fifty) adult guests. Final numbers below 50 (fifty) adult guests will be charged at the full price for 50 (fifty) adult guests.
3. Children are classed as those between the ages of 2 (two) and 10 (ten) years old, and is for a minimum of 50 (fifty) adult guests. Final numbers below 50 (fifty) adult guests will be charged at the full price for 50 (fifty) adult guests.
4. Our canapé prices, when charged separately, are for a minimum of 60 (sixty) adult guests. Final numbers below 60 (sixty) adult guests will be charged at the full price for 60 (sixty) adult guests.
5. The total event cost must be above £1000.00 (one thousand pounds). A final balance below £1000.00 (one thousand pounds) will need to be increased to hit this minimum spend.

### **Final Numbers**

1. Approximate numbers will be requested at approximately 6 (six) weeks prior to your function. The final number of guests must be provided once and no less than 3 (three) weeks prior to your event. Any changes outside the agreed dates, or that are delayed will incur an administration charge of £30 (thirty pounds) per update.
2. Your final bill will be issued 3 (three) weeks before the event. If your numbers increase there will be a charge for the additional guests. No refunds will be issued if the final number is lower than finalised.

### **Linen Tablecloths and Napkins**

1. Tablecloths included in Lovejoy Catering and Events packages are provided for tables seating 8 (eight) individuals. Additional cloths will incur an additional hire charge, at our current price, per tablecloth.
2. Table cloths included in Lovejoy Catering and Events packages are for the duration of the meal only, unless agreed otherwise. If tablecloths are required after the meal service has ended then arrangements will need to be made to return the tablecloths to our facility within two days, of your event, to reduce the risk of mildew build-up.
3. Should any damage occur to Lovejoy Catering and Events linen napkins and tablecloths, through cigarette burns, candle wax spillage, mildew, loss etc..., whilst at the customer's event, then an automatic charge of £5.00 (five pounds) per napkin and £25.00 (twenty-five pounds) per cloth will apply. This will be taken from your equipment deposit.

### **Glassware**

1. Our glassware hire and service charge is for the provision of a maximum of two different drinks on arrival, three different drinks with the meal and one drink for the toast. If any extra choices are provided, Lovejoy Catering and Events reserve the right to levy an additional charge.
2. Should any loss or damage, whether accidentally or deliberately, occur to Lovejoy Catering and Events glassware then a charge of £2.50 (two pounds fifty pence) per item will apply.
3. For weddings and dinners, glassware hire and service is provided, at the agreed price, until the end of the meal service only, unless agreed otherwise. If glassware is required after the meal service has ended, then an event extension charge to cover the additional staff costs, at our current price, will be incurred.

### **Offering Choices**

1. If giving your guests choices for your wedding breakfast then you can offer up to two starters (one being a vegetarian option), three mains (one being a vegetarian option) and two desserts.
2. The vegetarian main must not be offered as a third option. If the number of vegetarian options is above 10% then we reserve the right to add the additional staff and equipment costs to your final invoice.

3. We do not, under any circumstances, allow more than one option for the children's starter, main or dessert.
4. If your starter, main or dessert options increase to five options or above (which includes all dietary and allergen meals) then we reserve the right to add the additional staff and equipment costs to your final invoice.

### **Dietary Requirements**

1. We will do our utmost to ensure that all dietary requirements and requests are catered for. However, we reserve the right to bespoke dishes and group these guests so that the service standard and speed are both maintained.

### **Event Timings**

1. Lovejoy Catering and Events packages include the provision of staff for a duration of 6 (six) hours for weddings, 5 (five) hours for dinners and 4 (four) hours for barbecues and fork buffets. The provision of staff is deemed to start at Lovejoy Catering and Events time of arrival and end at the time stated on the Event Information Sheet. In the event of an extension or overrun, to cover the additional staff costs incurred, Lovejoy Catering and Events reserve the right to levy an additional charge at the current rate.
2. Our canapés include staff service for a maximum of 1.5 (one and a half) hours. In the event of an extension or overrun, Lovejoy Catering and Events reserve the right to charge for the overrun at the current rate.
3. If an evening option has been selected as part of your wedding package, then this must commence a maximum of 2 (two) hours after the evening meal finishes. Later start times will incur a surcharge for additional staff time.
4. Our evening options run for a maximum of 1.5 (one and a half) hours. In the event of an extension or overrun, Lovejoy Catering and Events reserve the right to charge for the overrun at the current rate.
5. The tea and coffee station included in the package is for a maximum run time of 30 minutes and will be served straight after dessert. Run times that are longer than 30 minutes and that commences after the dessert course is cleared will incur a supplement.

## **Pricing**

1. Lovejoy Catering and Events reserve the right to alter the price quoted for any alterations made, by you the customer, to the initial service we were agreed to provide.
2. Lovejoy Catering and Events reserve the right to alter the price to account for any abnormal market variations.
3. All prices are inclusive of Value Added Tax at 20% (twenty per cent) unless stated.

## **Your Obligations**

1. To ensure we are able to deliver our service, you are required to ensure we have a suitable and safe catering space available, enough power (which we will advise you upon), running drinking water and lighting. These are a minimum of what we need. Other requirements will be outlined and dependent on your final menu.

## **Cancellations**

1. Cancellation of your event 6 (six) months prior to its date, as quoted, will incur an additional cancellation charge, of £100.00 (one hundred pounds), in addition to your non-refundable deposit.
2. Cancellation of your event within the 6 (six) months, but greater than six weeks, of its date, as quoted, will incur an additional cancellation charge of 35% (thirty-five percent) of the total quoted price, in addition to your non-refundable deposit.
3. Cancellation of your event within 6 (six) weeks of its date, as quoted, will incur a cancellation charge of 100% (one hundred percent) of the total quoted price.
4. An event cancellation must be put in writing and signed by the appropriate person, or full payment for the event will be required when it is due.

## **Minimum Numbers and Price**

5. If providing your guests with choices, then all guest's choices must be presented as a table plan in line with our ordering system. This table plan is required no later than four weeks before your event for review. No changes can be made to this table within the week before your event. Any delays providing the table plan or changes to the table plan a week before your event will incur an administration fee of £10.00 per update.

## **Payments**

1. Payment must be completed by the date shown on the invoice. We reserve the right to claim statutory interest at 8% above the Bank of England reference rate in force on the date the debt becomes overdue and at any subsequent rate where the reference rate changes and the debt remains unpaid in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 as amended and supplemented by the Late Payment of Commercial Debts Regulations 2002.
2. 35% of the remaining bill will be requested for 6 (six) months in advance of your event date. The final balance must be paid in full 3 (three) weeks before the date of your event.
3. A service charge is not added to accounts. Staff gratuities are decided by the customer.

## **Pre Event Administration**

1. As part of your wedding package, a finalising call is included. If you require any additional planning time we are happy to support you and can provide a quote for an event manager's time that you may need.

## **Other**

1. We recommend that appropriate wedding insurance is taken out to protect payments made to relevant suppliers in the event of a cancellation. If wedding insurance is required then please ask for more details.
2. Lovejoy Catering and Events reserves the right to amend any of these terms and conditions. Our most up to date terms and conditions will be available on our website using the link provided to you with your booking paperwork.
3. Planning meetings, planning calls and site visits will be held during Lovejoy Catering and Events opening hours. If meetings are required outside these hours then a surcharge will be incurred at £30.00 (thirty pounds) per hour, for a minimum of one hour, for every hour outside Lovejoy Catering and Events opening hours.
4. Lovejoy Catering and Events do not accept any responsibility for the handling, storage or any catering tasks associated with any celebration cakes at their events e.g. anniversary, wedding etc... On request, assistance can be provided, but it must be within the duration of service as outlined on your Event Information Sheet, and is at Lovejoy Catering and Events discretion. Assistance required outside of the duration of service will incur a charge to cover the additional staff costs.