



KIERON'S KITCHEN

BESPOKE CATERING

BESPOKE CATERING TERMS AND CONDITIONS

MENU SELECTION

OUR MENUS HAVE BEEN DESIGNED BASED ON SEASONAL AVAILABILITY AND WE ONLY USE THE FRESHEST INGREDIENTS FROM OUR SELECTION OF NOMINATED SUPPLIERS.

MOST DIETARY REQUIREMENTS CAN BE CATERED FOR, WE CAN ALSO PROVIDE CERTAIN HALAL PRODUCTS WHICH ARE AVAILABLE UPON REQUEST. WE CAN ALSO PROVIDE VEGAN, GLUTEN FREE, DAIRY FREE, NUT FREE ITEMS. ALL DIETARY MEALS WILL BE INDIVIDUALLY SERVED.

PAYMENT

A NON REFUNDABLE DEPOSIT OF £500 WILL BE REQUIRED TO SECURE THE SERVICES OF KIERONS KITCHEN. FULL PAYMENT IS REQUIRED MINUS YOUR DEPOSIT NO LATER THAN 14 DAYS PRIOR TO THE DAY OF THE EVENT

PAYMENT SHALL BE MADE BY BACS TRANSFER. CASH WILL ONLY BE ACCEPTED WITH THE PRIOR AGREEMENT OF THE SUPPLIER.

THE CHARGES DO NOT INCLUDE THE COST OF BREAKAGE OR LOSS OF OR DAMAGE TO THE SUPPLIER'S EQUIPMENT, TABLEWARE, CUTLERY OR LINEN ETC. FOR WHICH WE RESERVE THE RIGHT TO CHARGE THE CUSTOMER AFTER THE EVENT PROVIDED THAT NOTIFICATION OF SUCH BREAKAGE OR DAMAGE IS PROVIDED TO THE CUSTOMER WITHIN 14 DAYS AFTER THE EVENT.

WHICH SHALL BE PAYABLE BY THE CUSTOMER AT THE PREVAILING RATE UPON SUBMISSION OF INVOICE BY KIERONS KITCHEN UNLESS OTHERWISE STATED.

BOOKING

PROVISIONALLY BOOKED DATES WILL BE HELD FOR 14 DAYS AND CAN ONLY BE CONFIRMED ONCE THE DEPOSIT AND THE BOOKING FORM HAVE BEEN RECEIVED.

FOR EVENTS BOOKED AT SHORT NOTICE,(14 DAYS OR LESS) THE CUSTOMER WILL BE INVOICED FOR ALL CHARGES FOR THE EVENT WHICH WILL BE PAYABLE IN FULL WITHIN 7 DAYS OF BOOKING

THE CUSTOMER MUST NOTIFY KIERONS KITCHEN OF FINAL ATTENDEE NUMBERS FOR THE EVENT NO LATER THAN 14 DAYS IN ADVANCE OF THE EVENT, AS WELL AS CONFIRMING ALL OTHER PROVISIONAL DETAILS SUCH AS ANY SPECIAL DIETARY REQUIREMENTS.

CANCELLATION

THE CUSTOMER ACKNOWLEDGES AND RECOGNISES THAT KIERONS KITCHEN NEEDS TO PURCHASE FOOD AND OTHER CONSUMABLES IN ADVANCE OF THE EVENT. AT THE TIME OF A CANCELLATION OR A REDUCTION IN THE NUMBERS OF PERSONS ATTENDING, THE SUPPLIER MAY HAVE ALREADY PURCHASED THE FOOD AND OTHER CONSUMABLES AS WELL AS EQUIPMENT AND HIRED LABOUR. IN THE EVENT OF A CANCELLATION OR REDUCTION IN THE NUMBER OF PERSONS ATTENDING THE EVENT, WE WILL STILL BE REQUIRED TO PAY FOR HIRE OF EQUIPMENT AND HIRED LABOUR WHETHER OR NOT THE EVENT TAKES PLACE OR WHETHER IT TAKES PLACE WITH FEWER PERSONS ATTENDING.

UNDER NORMAL CIRCUMSTANCES, 2 WEEKS' NOTICE OF CANCELLATION IS SUFFICIENT. EVENTS CANCELLED WITH LESS THAN 2 WEEKS WILL BE CHARGED IN THE FOLLOWING WAY:

10-14 DAYS 50% OF FINAL INVOICE

6-9 DAYS 75% OF FINAL INVOICE

1-5 DAYS 90% OF FINAL INVOICE

KIERONS KITCHEN MAY TERMINATE THE AGREEMENT LIABILITY OF ANY NATURE UPON RETURN OF DEPOSIT.

KIERONS KITCHEN WILL NOT BE LIABLE FOR CONSEQUENTIAL DAMAGE OF ANY NATURE FOR ANY REASON AS A RESULT OF ANY ACT OR CIRCUMSTANCE BEYOND REASONABLE CONTROL INCLUDING BUT NOT LIMITED TO, STRIKES, ACTS OF GOD, FIRE, FLOOD, ACCIDENT OR ACT OF WAR. IN THE EVENT OF SUCH AN EVENT OCCURRING THE SUPPLIER SHALL BE ENTITLED TO CANCEL THE EVENT WITH IMMEDIATE NOTICE TO THE CUSTOMER AND SHALL REIMBURSE THE CUSTOMER ALL CHARGES PAID AS AT THE DATE OF CANCELLATION LESS SUCH REASONABLE PREPARATION AND ADMINISTRATION COSTS OF THE SUPPLIER AND ANY NON-REFUNDABLE DEPOSITS PAID BY THE SUPPLIER TO THIRD PARTY SUPPLIERS OF SERVICES FOR THE EVENT.



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SUPPLIER REQUIREMENTS

KIERONS KITCHEN REQUIRE ACCESS TO THE LOCATION FOR SETTING UP EQUIPMENT AND SERVICES, IDEALLY THE DAY BEFORE THE EVENT IF NOT IN GOOD TIME ON THE DAY OF THE EVENT.

KIERONS KITCHEN AND STAFF, WILL REQUIRE CONSTANT ACCESS TO AND EXIT FROM THE LOCATION WHILE THEY ARE PROVIDING THE CATERING SERVICES. THE CUSTOMER MUST ENSURE THAT KIERONS KITCHEN CAN ENTER AND LEAVE THE LOCATION WITHOUT EXCESSIVE RESTRICTION.

WHILE AT THE LOCATION AND PROVIDING THE SERVICES, KIERONS KITCHEN WILL NEED ACCESS TO A SINK WITH HOT AND COLD WATER SUPPLY AND ACCESS TO CLEAN CERTIFIED DRINKING WATER, AS WELL AS ACCESS TO APPROPRIATE COOKING AND PREPARATION FACILITIES. WHERE THE EVENT IS BEING HELD IN A TEMPORARY STRUCTURE SUCH AS A MARQUEE, PROVISION OF A CATERING TENT NEXT TO OR WITHIN A REASONABLE PROXIMITY OF THE TEMPORARY STRUCTURE NEEDS TO BE PROVIDED ALONG WITH UNINTERRUPTED POWER SUPPLY SUFFICIENT TO COVER ALL OF THE NEEDS OF KIERONS AT THE EVENT. TO HAVE USE OF A PARKING SPACE AND/OR PARKING PERMIT THROUGHOUT THE TIME KIERONS KITCHEN AND REPRESENTATIVES ARE PROVIDING THE CATERING SERVICES AS WELL ACCESS TO TOILET FACILITIES.

QUALITY ASSURANCE

UNDER THE GOVERNMENT FOOD HYGIENE REGULATIONS ALL COLD FOOD SHOULD BE CONSUMED WITHIN FOUR HOURS OF DELIVERY. HOT FOOD SHOULD BE CONSUMED WITHIN 2 HOURS, THEREAFTER IT IS YOUR RESPONSIBILITY WHEN FOOD WHICH IS LEFT UNSUPERVISED BY THE CONSENT OF THE CLIENT IS NOT COVERED UNDER OUR PUBLIC LIABILITY INSURANCE.

WHERE THE CUSTOMER CHOOSES TO SUPPLY ITEMS OF FOOD AND/OR DRINK ITSELF FOR THE EVENT, THE SUPPLIER WILL COMPLY WITH CONDITION TO THE EXTENT THAT IT PREPARES AND/OR SERVES ANY SUCH ITEMS BUT RESERVES THE RIGHT TO DISPOSE OF OR NOT TO SERVE ANY SUCH ITEM IF, IN ITS SOLE DISCRETION, SUCH ITEM IS UNFIT FOR HUMAN CONSUMPTION AND/OR DISPLAYS SIGNS OF CONTAMINATION OR DETERIORATION AND/OR CANNOT BE DEMONSTRATED TO HAVE BEEN STORED IN ACCORDANCE WITH STATUTORY AND/OR REGULATORY REQUIREMENTS PRIOR TO DELIVERY TO THE SUPPLIER AT THE EVENT.

ALL EXCESS FOOD AT THE LOCATION AT THE END OF THE EVENT SHALL BE REMOVED AND DISPOSED OF BY KIERONS KITCHEN IN ACCORDANCE WITH PREVAILING STATUTORY FOOD HYGIENE REQUIREMENTS SAVE WHERE SUCH FOOD OR DRINK HAS BEEN SUPPLIED BY THE CUSTOMER IN WHICH EVENT THE CUSTOMER SHALL BE RESPONSIBLE FOR REMOVING EXCESS FOOD OR DRINK AND EMPTY BOTTLES UNLESS OTHERWISE AGREED BY US.

WE SHALL PROVIDE THE CATERING SERVICES WITH REASONABLE CARE AND SKILL AND IN ACCORDANCE WITH FOOD CATERING INDUSTRY STANDARDS FOR HYGIENE AND GENERAL CLEANLINESS. THE PREPARATION AND COOKING OF FOOD AND THE HANDLING AND SERVICE OF FOOD, BEVERAGES, UTENSILS AND TABLEWARE. IN COMPLIANCE WITH STATUTORY AND REGULATORY REQUIREMENTS AFFECTING THE PREPARATION, COOKING, HANDLING AND SERVICE OF FOOD.

AS WE CONTINUALLY STRIVE TO IMPROVE THE QUALITY OF OUR SERVICE WE WELCOME YOUR FEEDBACK. FROM YOUR COMMENTS WE WILL BE ABLE TO IMPROVE OUR SERVICE.

ENVIRONMENTALLY AWARE

WE ARE FULLY AWARE OF THE ENVIRONMENTAL ISSUES THAT WE ALL NEED TO TAKE RESPONSIBILITY FOR AND WHEREVER POSSIBLE WE WANT TO PLAY A ROLE IN HELPING THE ENVIRONMENT. WHEREVER POSSIBLE WE USE LOCAL SUPPLIERS TO REDUCE OUR CARBON FOOTPRINT. WE ALSO TRY TO ARRANGE DELIVERIES TOGETHER TO MINIMISE OUR CARBON EMISSIONS.

DATA PROTECTION

WE WILL PROCESS ANY PERSONAL DATA COLLECTED FROM THE CUSTOMER FOR THE PURPOSES OF ADMINISTERING THE BOOKING FOR THE EVENT. WE MAY ALSO PROCESS SUCH DATA TO PROVIDE THE CUSTOMER FROM TIME-TO-TIME WITH INFORMATION ON OTHER SERVICES THAT IT PROVIDES AND OTHER EVENTS ORGANISED BY US IF WE FEEL THAT IT WILL BE OF INTEREST TO THE CUSTOMER. WE WILL NOT GIVE YOUR DETAILS OUT TO ANY THIRD PARTIES