TERMS & CONDITIONS

1. CONFIRMATION

In proceeding with the provision of services you are agreeing to the Terms and Conditions as laid out below.

2. QUOTATIONS

Please note that all quotes are not final and are subject to change with regards to the variable costs included with your quote.

All prices are valid for one month. Prices are calculated based on the number of guests, event timings and menu choices. Should these change from the position used for the quote, the price charged will alter.

3. FINAL NUMBERS

Confirmation of final guests and dietary requirements is required seven days before the event unless otherwise agreed in writing. Should numbers decrease within this time the original price will be charged. Increases in numbers will be charged on a per head or pro rata basis.

Depending on the nature of the job, additional staff may be required. This will be stated as part of the initial quote.

When on a long-term assignment, it is expected that occasional events will be required and are included in the quote. Where there are multiple events per week a supplementary cost may be agreed in advance.

4. FOOD & DRINK

I cannot be held responsible for any food or drink provided directly by the Client.

5. EQUIPMENT

It is assumed that all appropriate facilities will be provided. Any shortcomings are to be highlighted before commencement of assignment.

If there is any failure or shortcoming of any equipment provided, every effort will be made to work round the problem, but this cannot be guaranteed.

Owners of AGA and Rayburn appliances in particular are urged to ensure that they are in good working order and at the correct temperatures.

6. ALLERGIES

I cannot guarantee that any produce has not come into contact with nuts, nut derivatives or other ingredients. Therefore please strongly advise guests with a severe allergy to nuts or other ingredients to talk to me directly. Special diets for food allergies can be catered for only if they have been arranged prior to your event and confirmed in writing.

All perishable food items which are not consumed within three hours after serving at room temperature should be immediately disposed of. Any person subsequently consuming said food, or removing food from the premises for later consumption, does so at their own risk.

7. EXPENSES/ACCOMMODATION

Mileage will be charged a rate of 65p per mile for assignments, including shopping. Within Central London a flat rate of £30 will be charged.

All extra parking and vehicle related charges incurred during an assignment will be added to the final invoice.

Any other reasonable expenses (for example taxis) may be claimed.

Where the assignment requires a live-in service then the client will provide a private bedroom, appropriate food and drink, washing and laundry facilities and access to the internet.

Any days leave will depend on the assignment, however it is normally expected to have two days leave per week on assignments over two weeks. Usual days to be taken will be agreed in advance but these may be changed by mutual consent.

8. CANCELLATION

In the event of a confirmed booking being cancelled by the client, the following charges will apply (as a % of the most recent confirmed quote):

Within 14 days of the event – 50%

Within one week of event ‐ 100%

In addition to the above, once a long-term booking has commenced, in the event of a booking being cancelled, the assignment will still be charged at a full rate, as the diary will have had to have been cleared for that period.

Any liability to sub contractors and suppliers or other direct costs or expenses incurred on behalf of the client will also be charged to the Client.

Should I need to cancel for any reason, every effort will be made to provide a replacement or to come to an agreed alternative. However this cannot be guaranteed and no cost or liability arising will be accepted.

9. PAYMENTS

Payment is due upon receipt of invoice. For longer-term assignments a payment schedule will be agreed in advance.

In some cases, I reserve the right to ask for a 50% deposit, payable up to four weeks in advance.

Please note that I am not registered for VAT.

Payment can be made by cash, cheque or BACS transfer. I reserve the right to charge a 10% administrative fee per month for late payments.

10. FORCE MAJEURE

I shall not be liable for events beyond my control or for indirect or consequential loss or damage. The maximum liability shall not exceed the price paid for the services and the Client shall indemnify me in respect of any loss or damage to me or my property that is caused by the Client.

11. INSURANCE

I am covered by Tradesman Saver Public Liability Insurance to a value of £5m.

12. CLAIMS

A claim that the services are not in accordance with the contract need to be given in writing within five days of the last date of the provision of the services, stating the grounds of the claim and enclosing any supporting evidence. My liability (if any) to the Clients in respect of any defect in the provision of the service or for any breach of the contract by me or my agents is limited to the price payable to me as previously agreed in the quotation.

13. COVID-19

During the current COVID pandemic I am following all government guidelines and precautions to ensure that the chances of me catching the disease are minimised. However, due to the nature of the illness, if I do show signs of COVID symptoms I will immediately inform clients of the position, self-isolate and take a COVID test. If this results in either an engagement being cancelled, even at short notice, or my passing on the virus, then I cannot be held liable for any damages or costs resulting from my illness. Should clients wish me to take a COVID test prior to an engagement then I am happy to do so, however the client will be responsible for the organising and cost of the test as this will need to be done privately and not on the NHS as I will not be showing any symptoms.

