

## **Terms and Conditions – From 2020**

### 1. Booking Your Date with Inside Out Food & Drink Limited

1. Clients are invited for a pre booking tasting at our premises Monday to Wednesday between 12pm – 3pm subject to a £40 charge deductible from final invoice upon booking
2. All event bookings must be confirmed in writing or via email by the Client.
3. A booking deposit is required to secure Inside Out Food & Drink Limited for the date of your event (this deposit is non-refundable should your event be cancelled, see below)
4. All bookings are subject to minimum guest numbers or minimum spend; these will be confirmed in writing by Inside Out to the Client.

### 2. Booking Deposit

1. A booking deposit figure will be provided to the Client in writing by Inside Out once your booking confirmation is received. This deposit will be deducted from the total event costs which will be issued to the Client no later than two months prior to the event (please see our Payment terms below).
2. Payment methods available include bank transfer, debit card, credit card, cheque and cash.

### 3. Additional Deposit

1. An additional deposit will be required for any outsourced hire equipment i.e. glassware, crockery or utensils etc. are provided by Inside Out for use by the Client during their event.

### 4. Booking Confirmation

1. Once the Clients deposit has been received a receipt will be issued by inside out together with a formal confirmation letter/email which will include your draft menu, event summary and estimated costs based on the number of guests and selections made by the Client.

### 5. Variations to the Price

1. All bookings are subject to minimum guest numbers or total spend which will be confirmed by inside out at the time of booking.
2. Where children are attending – if under 12 years of age they are payable at 50% of the cost of an adult. Children under 3 years will be free of charge.
3. Any variation to menu selections for children must be discussed with inside out as soon as possible so menus can be revised accordingly.

### 6. Payment of Total Event Costs Prior to Event

1. Payment in full is required for all catering services to be provided by inside out prior to the event. Final guest numbers must be confirmed to inside out no later than two months prior to the event.
2. The information provided at this point will be used to produce your total event cost invoice, arrange staff and co-ordinate with your venue. Once our invoice is received by the Client payment must be received no later than one month before the event. After final numbers have been provided to inside out, we are happy to accept any increases in requirements however no reduction will be possible.
3. Should inside out be advised of any increases following payment and less than two weeks prior to the event, inside out reserve the right to accept these and will raise an additional invoice following the event for these guests or extras food needed, payment will then be due for immediate settlement by the Client.

### 7. Cancellation Charges

1. In the unfortunate event of a booking having to be cancelled confirmed in writing/email will be needed by the Client. Your deposit will be retained and the following charges will be incurred
  1. Cancellation received with less than two months' notice prior to the event – 50% of the total event cost
  2. Cancellation received less than one month prior to the event – 100% of the total event cost
2. The total event cost will be based on the number of confirmed guests attending at the agreed price per head. Should guest numbers be unconfirmed at the time of cancellation the total event cost will be based the originally quoted/estimated guests numbers.
3. Any additional costs incurred by inside out 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 inside out for administration costs, travel, supplies etc. and will be discussed fully in event of cancellation.

#### 8. Dietary Requirements and Allergies

Inside out will endeavour to provide suitable adaptations to the Clients menu for any guests with special dietary requirements or allergies. We cannot however take responsibility for any guests unless advised in advance (no less than one month prior to the event).

#### 9. Clients Food and Drinks

1. We accept no liability for any food supplied to the Client by another caterer (or food products suppliers by the Client themselves) in addition to those arranged by inside out.
2. Where the Client has made additional arrangements (for example an evening wood fired pizza) inside out will require a Food Disclaimer Form to be completed and returned no later than one month prior to the event.
3. Inside out will happily serve a Clients arrival drinks, table wines etc. during their event subject to our corkage of £2.50 per adult

#### 10. Client's use of inside out Property or outsourced hire equipment

1. The Client agrees to pay for any loss or damage to any equipment, crockery, cutlery or glassware supplied by inside out for the event, including any issues caused by the Client guests.

#### 11. Liability of inside out

Inside out accept no liability under any claim whatsoever (be it by negligence or otherwise) arising from any loss over the figure of the existing inside out Public Liability Limit of Indemnity. Note that this figure, which may change from time to time, is available upon request.

#### 12. GDPR and Privacy Policy

Inside out are fully compliant with the General Data Protection Regulations (GDPR) and our Privacy Policy falls in line with Regulations. Inside out will never share any personal information with a 3<sup>rd</sup> party

#### 13. Force Majeure

Inside out shall incur no liability to the Client if performance of the contract is prevented or hindered by any case whatsoever beyond inside out 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.

#### 14. Future Changes to Terms and Conditions

Inside out 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.

