



## Terms and Conditions

### Deposit

Truffles' services are hired under the terms and conditions set out below. The payment by any person of any fees and charges for such services shall be deemed to be an acknowledgment and acceptance by such person of these conditions. When the deposit is submitted, a signed copy of the Terms and Conditions should be supplied to confirm this. Confirmation of your event will be upon receipt of the requested deposit. Failure to provide a deposit may result in Truffles cancelling the event.

### Payment Terms

As many costs are incurred on your behalf prior to the event date, Truffles have the following payment terms:

- A deposit, based on a minimum of 20 percent of total quotation costs, is required immediately to confirm your event.
- Full payment is due within 7 days of the Invoice Date.
- Outstanding accounts of 30 days will incur interest at 2% above the Bank of England Base Rate.
- Cheques must be payable to Truffles.
- Corporate accounts are required to be settled in full within 14 days of the Invoice Date.

### Cancellation

In the instance that you need to cancel your event, the following conditions will apply:

- All cancellations must be made by telephone, in the first instance and confirmed in writing or by email. The Event will only be cancelled when the Client is in receipt of a Cancellation Acceptance from Truffles, which will either be a written letter or an email from Truffles.
- If the Client shall cancel or be deemed to cancel the Event one calendar month or more than one calendar month prior to the Event Date, then the Client shall be liable to pay 20 percent of the Total Costs in addition to all out of pocket disbursements or costs of Truffles in relation to the proposed provision of the Services, credit being given for any Payment on Account already paid.
- If the Client shall cancel or be deemed to cancel the Event less than one calendar month but more than a week prior to the Event Date, then the Client shall be liable to pay 50 percent of the Total Costs in addition to all out of pocket disbursements or costs of Truffles in relation to the proposed provision of the Services, credit being given for any deposit received.
- If the Client shall cancel or be deemed to cancel the Event less than one week prior to the date specified in the quotation, then the Client shall remain liable to pay all of the Total Costs.
- Whilst we will try to deliver your requirements at the time specified we cannot be held responsible for situations beyond our control such as fire, failure of power or water supply, traffic congestion or vehicle breakdown.

### The Booking

- When booking, the client may supply approximate guest numbers. Final numbers must be provided not less than 7 days before the Event Date. Truffles cannot accept reductions to the final numbers less than 7 days prior to the Event.
- If guest numbers are increased less than 7 days before the Event Date, Truffles will endeavour to accommodate the increased numbers but cannot guarantee to do so.
- The client must notify Truffles of any special dietary needs of their guests at the time of booking or within 7 days of the Event Date.
- In order to maintain Truffles' high standards of food quality, we reserve the right to provide alternatives as a result of market availability and quality of produce.

cont.



### Charges and Supplements

Our quoted menu prices are for supply of food per guest and do not include services such as on-site chefs, food service and bar staff and equipment hire. These are charged as follows:

· Chefs

Unless Truffles is delivering food to be served by the Client, the price of a Dinner, Lunch and Buffet menu includes the provision of one chef to cook at the Event. Where further chefs are required their services will be charged at £12.50 per hour per chef. We will be happy to advise on your requirements.

· Service and bar staff

Service and bar staff are available at £10 per person per hour for a minimum paid period of four hours up until midnight. After this time, costs incurred to transport staff safely home will be charged to the client.

· Equipment hire and breakages

Any equipment breakages or losses, whether owned by Truffles or hired for the event will be charged to the client at replacement cost.

· VAT

VAT will be charged where relevant at the current rate on all services provided.

· Congestion Charge

Clients requiring delivery to premises within the Congestion Zone will be liable for the Congestion Charge if payable.

· Delivery

Truffles reserve the right to raise a delivery charge according to location and order value. The Client will be notified of any such charge prior to confirmation of the booking.

· Minimum Charge

Buffets for fewer than 20 guests and Dinner and Lunch Parties for less than 12 guests may be subject to an additional supplement.

### Liability

· Truffles confirm that they have and will maintain sufficient Public Liability Insurance for events of the nature of the booking. A copy of the certificate is available upon request.

· Truffles follow strict HACCP guidelines for all food production, handling, storage and distribution and dealings with our clients and their guests. Our policy, based on these guidelines, restricts the service of foodstuffs, to a maximum of four hours after being removed from refrigeration. Truffles advise that all food must be consumed after two hours of initial serving, therefore any food consumed after two or more hours of it first being served is at the client's discretion and therefore becomes their responsibility.

· Truffles are not responsible for any food served at the Event which has not been supplied by us.

I/ We agree to all the above terms and conditions

Name \_\_\_\_\_ Event Date \_\_\_\_\_

Signed \_\_\_\_\_ Date \_\_\_\_\_

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