

Event Catering - Terms and Conditions

1. QUOTES

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

Unless stated otherwise, our pricing is before VAT. We need to charge 20% VAT. Prices are based on a specific number and the final costs will vary according to the number of guests, event timings and menu choices. We cater from 20 to 250 guests and have a minimum order of £350.00 on weekdays and £600.00 on weekends.

2. CONFIRMATION

All bookings should be confirmed by email or by signing the acceptance page. Email confirmation will also be taken as acceptance of our Terms & Conditions.

3. FINAL NUMBERS

Confirmation of final guests and dietary requirements is required 1 week before the event unless otherwise agreed with 9Kitchens in writing. Should the final number of guests decrease by more than 10% within this time or on the day of the event, we reserve the right not to change the total food cost.

4. DEPOSIT

9Kitchens requests a 50% deposit before the event. The deposit is refundable:

- 100% up to 7 calendar days before the event.
- 50% from 7 calendar days to 2 calendar days

Full invoice will be due if we are notified about cancellation less than 2 calendar days

5. CANCELLATION

We totally understand that a confirmed event can be cancelled, even at the last minute. To cover arrangements that have been made at that time, in the event of a confirmed booking being cancelled, the following charges will apply (as a % of the most recent confirmed quote):

- Up to 7 calendar days before the event: no charge
- 7 calendar days to 2 calendar days: 50% of the deposit

- Less than 2 calendar days: 100% of the quote

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.

This applies to cancellation and event rescheduling unless otherwise agreed with 9Kitchens in writing.

6. INSTRUCTIONS

The Client shall be responsible to 9Kitchens for ensuring the accuracy of the terms of any order submitted by the client including timings and for giving 9Kitchens any necessary information relating to the booking within sufficient time to enable 9Kitchens to perform the quotation in accordance with its terms.

7. PREPARATION AND SERVICE STAFF

We charge £20/waiting staff/hour for a min. of 4 hours. 9Kitchens reserves the right to charge taxi fare to the Client from 11pm.

8. DELIVERY

Delivery charge depends on the size and location of the events.

9. FOOD TEMPERATURE

Due to food safety regulations and otherwise stated, our food will be delivered chilled.

10. PROPERTY

9Kitchens shall not be held liable for any loss, theft or damage to any of the Client's or the Client's guests' property during the event.

11. PAYMENTS

The final invoice will be sent on the day of the event and is payable upon receiving the payment link. If the date of payment is exceeded, 9Kitchens reserves the right to charge a reminder fee of £50 and 10% administrative fee per month for late payments.

12. LOSS OR DAMAGE

Save for the neglect and/or wilful conduct of 9Kitchens, its employees, or its agents, the Client is responsible for any loss or damage to hired equipment, from the time of delivery until collected by 9Kitchens, a sub-contractor or returned by the client. We will try to mitigate any losses as far as possible, but any losses or breakages will be charged for at full replacement cost. If the event runs over timings and the staff are

due to leave it is the client's responsibility to ensure that all of the hire is to be returned to its correct place unless otherwise agreed.

15. CORKAGE

9Kitchens does not charge corkage. However, 9Kitchens will charge a fee of £1 per head if asked to remove the bottles provided by the Client.

16. LATE FINISHES

The Client will be charged £20 per staff member per additional hour if an event finishes late.

17. PARKING, CONGESTION CHARGE & ASSOCIATED CHARGES

All extra parking and vehicle related charges incurred during site visits and on the day of all jobs will be added to the Client's final invoice.

18. FORCE MAJEURE

No liability is accepted for failure of performance due to circumstances out of 9Kitchens's control. 9Kitchens's reserves the right to pass on any additional costs incurred from 9Kitchens's suppliers or in-house expenses due to unforeseen demand, restrictions or requirements to fulfil the contract.

19. CLAIMS

A claim that the services are not in accordance with the contract will not be accepted by 9Kitchens unless written notice is given to 9Kitchens within five days of the last date of the provision of the services, stating the ground of the claim and enclosing any supporting evidence. 9Kitchens's 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 9Kitchens or agents shall be limited to the price payable to 9Kitchens previously agreed in the quotation.

20. ALLERGIES

9Kitchens cannot guarantee that any produce on our menu has not come into contact with nuts, nut derivatives or other ingredients to which guests may have a serious allergic reaction. We would therefore advise guests with a severe allergy to nuts or other ingredients to talk to us directly to arrange an alternative to the chosen meal. However we cannot guarantee cross-contamination, our commercial kitchen is shared as well as equipment that may contain traces of allergens. For any other allergen information prior to the event please email the office to obtain detailed

information of this. At the event all our staff have been briefed with all the allergen information associated with your event so please ask them for any information.

21. REMOVAL OF RUBBISH & RECYCLING

Any removal of rubbish or recycling will be charged at £1 per head or otherwise quoted by our recycling partner Quantum Waste. We can remove all waste and empty bottles associated with your event. In the case of larger events we will ensure that this is all clear by the end of the following day.