



Foxtrot

Foxtrot Food Company Business Terms and Conditions

Event bookings

Confirmation of Booking and Deposit

A non-refundable deposit of 50% is required to secure a booking for orders under £1000. For all orders over £1000 a non-refundable 25% deposit of the invoice total is required.

A booking is secured only once this deposit is received and confirmed, by placing an order you confirm the acceptance of these Terms and Conditions.

Confirmation of Numbers and Balance of Payment

Final numbers of guests (as far as possible) are to be confirmed 14 days prior to the event. If numbers increase after this date a price per head will be agreed with the client. If number decrease after the 14 days prior to the event the client will be charged in full.

Children

Children being served the same menu as adults will be charged at the same adult rate.

Service and Staff Charges

Service and staff numbers required will be confirmed on booking and these charges will be confirmed with the final quotation. Staff and service costs will be charged at an hourly rate and this hourly rate will include travel time to and from the venue.

Where possible we request a visit to the venue prior to the event which would not be charged.

Cancellation

Bookings cancelled within 1 calendar month of the event will be subject to 50% of the invoice value (equal to the deposit value). Bookings cancelled more than 1 calendar month in advance of an event will incur 25% of the invoice value. Any additional costs incurred by Foxtrot Food Company in preparation of the event up to the time of cancellation will be charged to the client. This is to cover any losses caused to Foxtrot Food Company for administration costs, travel, supplies etc. and will be discussed fully with the client.

Force Majeure

Foxtrot food company reserves the right to cancel any bookings without liability on its part in the event of unforeseen circumstances over which they have no control, including, but not exclusively illness, accident, or injury.

Foxtrot Food company shall not have any liability under or be deemed to be in breach of the Agreement for any delays or failures in performance of this Agreement which result from circumstances beyond our reasonable control.

Foxtrot Food Company will promptly notify the client when such circumstances cause a delay or failure in performance.

Insurance

Foxtrot Food Company is fully insured to undertake outside catering events and holds appropriate levels of cover for employers, public and products liability.

Licensed Bar

Foxtrot Food Company is licensed to sell beers, wines and spirits. If you would like us to provide and serve alcoholic beverages for your event, please ask for a quotation.

Allergies

Foxtrot Food Company complies with all Food Standards Agency guidelines and holds a 5-star Health and Hygiene rating. Foxtrot Food Company operates from a domestic kitchen so cannot guarantee that any produce on our menu is totally free from nuts, nut derivatives or other ingredients to which guests may have an allergic reaction. All efforts will be made to exclude any allergenic ingredients in our menus if requested but this can't be guaranteed.

Foxtrot Food Company will work in close consultation with our clients to incorporate any allergy or intolerance requirements into our menus.

Equipment

Foxtrot Food Company can provide bespoke platters and serving equipment for food service and will charge a hire fee for such provision. Where specialist equipment is required, Foxtrot will hire equipment on behalf of the client, by arrangement, where the hire fee plus an additional handling fee of 20% will be passed on. The client is responsible for covering the costs of any breakages to any hired table ware.

Clearing

Foxtrot Food company will make every effort to leave any kitchen areas or service areas as found. Equipment will be cleared, packed, and removed and any rubbish taken away. Foxtrot Food Company is not responsible for clearing or cleaning the party area.

Food and Drink supplied by Others

Foxtrot Food company accepts no responsibility or liability for any other food supplied at an event (or any food products supplied by the client themselves.)

Leftovers

All food should be consumed in accordance with the food safety guidelines. Any person subsequently consuming food, or taking food home for consumption after the event, does so at their own risk. Foxtrot Food Company cannot accept responsibility for food consumed outside of these guidelines.

GDPR and Privacy Policy

Foxtrot Food Company is fully compliant with the GDPR, and our Privacy Policy is available on our website.

Complaints

In the unlikely event of any customer complaints, these should be logged within 24 hours of any event.

www.Foxtrotfoodcompany.co.uk

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