



Piptree Catering Limited Wedding Terms and Conditions

To secure your booking we require a 25% deposit or £250 for events under £1000. Your deposit is fully refundable 30 days prior to your event providing the company has not incurred any costs due to your event.

50% payment is due 14 days prior to your event.

The outstanding total payment will be due 7 days before your event.

Bookings are agreed by both parties upon a confirmation email received by Piptree Catering from the client, confirming the booking.

Quotations are valid for 30 days from the date of quotation.

Prices may change due to menu selection, number of guests and specialist dietary requirements.

Confirmation is required from the client through a written letter or by email.

Number of guests please advise us no later than 10 working days prior to your event.

Menus - please make sure you give us a minimum of 10 working days' notice for changes in your menu.

Payment - please note that payment by credit cards carry a 2.5% handling fee. No charge for bank transfer.

Cancellations all cancellations must be made in writing. Depending on cancellation date, charges may apply. Expenses acquired by Piptree Catering may be passed on to the client or the third party involved depending on circumstances.

Market availability on some products fluctuate. Piptree Catering holds the right to change menu items without notification, although will be justified.

Piptree Catering cannot be held responsible for any food supplied by the client.

Loss or Damage to Piptree Catering Equipment - the client is responsible for any all loss or damaged equipment and will be charged at market rate.

Liability - Piptree Catering will not be held responsible for the non-delivery of catering services due to flood, fire, accidents, ice, obstruction or other such events beyond our control.

Failure to perform - If Piptree Catering is unable to deliver its clients requests and “fails to perform” all costs will be fully reimbursed to the client.

Complaints must be in writing within 48 hours.

Bookings are for a minimum of four hours, except for weddings and where agreed. If work exceeds these hours charges will apply.

Hog roasts will require someone to watch to ensure the flame does not go out whilst the hog is cooking.

Piptree takes no responsibility for loss of service if the hog is not monitored. If you wish to have staff monitor it this will be charged for.

Cancellation Fees - Upon receipt of written cancellation of any event, the costs incurred to the company will be payable.