



Piptree Catering Limited Wedding Terms and Conditions

PRICING

All quotes are valid for a 30-day period.

Prices are reviewed on an annual basis and may change due to menu selection, specialist dietary requirement, market fluctuations and availability of products.

All pricing is exclusive of VAT and subject to VAT.

PAYMENT

To secure the booking, we require a non-refundable 25% deposit of the total proposal.

This is subject to a 14 day “cooling off period” and only in that period will a refund be given should a client notify us in writing that they wish to cancel.

50% of the total invoice is required 8 weeks before the Event.

The remaining 25% or outstanding balance based on the final numbers is due 2 weeks before the event.

Any payments made in advance will be held in a holding account and dealt with according to the cancellation terms set out below in necessary.

Payment is preferred by BACS, debit and credit cards are accepted but subject to a 2.5% surcharge.

An additional £250 security deposit will be taken to cover any breakages to equipment by the client and their guests (see damage and loss section), any additional staff hours required as a result of delays by the client to the agreed timings (see staff section) and or staff taxis (see staff section). The deposit will be returned after the Event should no damage occur by the form of a bank transfer.

CONFIRMATION

The Client must confirm the final number of guests and/or any menu changes 4 weeks prior to the Event.

This contract acts as confirmation between the Client and Piptree.

CANCELLATIONS

All cancellations must be received in writing as soon as possible.

All deposit payments are non-refundable.

Piptree Catering Limited is a company incorporated in England with registered company number 13406922 and it's registered office at 40 Upper Richmond Road, London, SW15 2RX.

info@piptreecatering.com

www.piptreecatering.com

0203 189 1634

Terms and Conditions correct as of January 2024

Charges will be made as follows:

If cancelled	Amount due from the Client
8 weeks or more before the event	25% of the catering services (equalling the non-refundable deposit)
2-8 weeks before the event	50% of the catering services
0-2 weeks before the event	100% of the catering services

Piptree strongly recommends the Client to purchase wedding insurance independently where applicable upon booking for their own peace of mind.

MENU RANGE AND AVAILABILITY

Market availability on some products fluctuate. Piptree hold the right to change menu items without notification due to market availability, although will be justified. Wherever possible the Client will be notified of any changes in advance.

ALLERGENS & DIETARY REQUIREMENTS

Piptree take allergens very seriously. These include celery, cereals containing gluten (such as barley and oats), crustaceans (such as prawns, crabs and lobsters), eggs, fish, lupin, milk, molluscs (such as mussels and oysters), mustard, peanuts, sesame, soybeans, sulphur dioxide and sulphites (if they are at a concentration of more than ten parts per million) and tree nuts (such as almonds, hazelnuts, walnuts, brazil nuts, cashews, pecans, pistachios and macadamia nuts).

All our food is prepared in a kitchen where nuts, gluten and other known allergens maybe present. Please note we take caution to prevent cross-contamination, however, any product may contain traces as our entire menu is produced in the same kitchen.

The Client accepts full responsibility for their guests' dietary requirements and it is the Client's responsibility to advise Piptree of any dietary requirements 4 weeks prior to the Event. Piptree require a full table and seating plan listing where the guests with dietary requirements will be seated.

ADDITIONAL CATERING

Supplier meals for musicians, DJs, photographers, and other suppliers must be pre-ordered and paid for in advance.

Piptree will provide a separate supplier menu to choose from.

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

ACCESS/SET UP

Piptree will require access to the venue area to deliver, set up and collect our equipment. If additional labour is required for hard to access areas (for example moving chairs and tables across lawns to a marquee in wet weather) we will make an additional charge for this.

Piptree will request from the Client details and schedules for set up schedules (for example, marquee erection, table and chair set up). We reserve the right to charge an additional fee if we need to return to site to set up if it is not ready or in place at the advised time, causing us delays/return journeys and extra time on site.

Piptree require a catering tent to be provided for marquee and outdoor events which should be a minimum of 3m x 6m.

Access to running water close to the catering tent is required along with access to power in the form of a minimum 6 x 13amp plug socket via 2 distribution units. Additional power will be required for mobile bar hire. A site map will also be required showing the location of water and power.

DAMAGE OR LOSS

The Client is responsible for any damages, breakages, or loss of property belonging to Piptree, or any property hired for the Event, however caused, and will be charged at the full replacement value. This applies to the period between delivery and collection. The Client will report any damage to any equipment or structure to a member of Piptree as soon as possible.

A security deposit of £250 will be taken to cover any damage and Piptree reserve the right to retain this if any damage occurs.

Piptree reserve the right to charge additional costs to the Client, should significant damage occur over and above the cost of the initial security deposit.

STAFF

All staff will be fully trained and dressed in the Piptree uniform, unless otherwise requested. The number of staff required and will be detailed on the quote.

Any additional hours required for staff as a result of delays by the client to the agreed timings will be taken from the security deposit or billed if greater than the security deposit.

Taxis will be required for staff working till 11pm and beyond. This will either be organised by the client or taken from the security deposit

DATA PROTECTION

Piptree adhere to current GDPR regulations and all data collected will be stored correctly and not disclosed to any other party.

FORCE MAJEURE

Piptree will accept no liability for the failure to perform due to fire, flood, accidents, ice, obstruction or other events beyond our control.

LIABILITY

The Client is responsible for all loses, damages and expenses at any venue we are required to cater at, arising from the behaviour or actions of either themselves or their guests, along with any contractors bought onto site etc.

Piptree will not be responsible for, and the Client will indemnify the company, against all claims for injury to persons or loss of, or damage to the property and any of the garden areas howsoever caused, unless it is proven that such injury or damage be caused by fault material or workmanship, or negligence by the company.

Should damage occur to Client's property caused by a member of Piptree, this should be reported immediately and followed up in writing.

INTELLECTUAL PROPERTY

All title, copyright and intellectual property remain the property of Piptree.