



TERMS AND CONDITIONS

DEFINITIONS

In these Terms and Conditions and the Agreement the following expressions shall have the following meanings:

- 1.1 "Additional Costs" means such additional costs attributable to the provision of Additional Services to the Client by Supper Ltd.
- 1.2 "Additional Services" means any additional services Supper Ltd may agree to provide to the Client in accordance with Clause 6 of these Terms and Conditions.
- 1.3 "Agreement" means any agreement between Supper Ltd and the Client for the provision of Catering Services incorporating these Terms and Conditions.
- 1.4 "Catering Services" means the Catering Services set out in the Agreement together with any Additional Services to be provided to the Client by Supper Ltd under the terms of the Agreement.
- 1.5 "Client" means the Client named on the invoice relating to purchasing the Catering Services.
- 1.6 "Catering Date" means the date and time of the catering specified on the Invoice..
- 1.7 "Estimate" means any estimate or quote issued to the Client detailing the Catering Services, the Price, Additional Services and any Additional Costs.
- 1.8 "Invoice" means any invoice issued and/or despatched to the Client detailing the Catering Services, the Price, Additional Services and any Additional Costs.
- 1.9 "Order" means the order from the Client to Supper Ltd for Catering Services, which must be placed by email
- 1.10 "Price" means the price to be paid by the Client to Supper Ltd for the Catering Services as specified in the Invoice or Estimate.
- 1.11 "Premises" means the premises specified in the Agreement at which the Catering Services are to be provided.
- 1.12 "Terms and Conditions" means the terms and conditions set out in this document which apply to catering provided by Supper Ltd.
- 1.13 "We" or 'Our' refers to Supper Ltd.

INFORMATION ABOUT SUPPER LTD

- 2.1 Supper Ltd operates the website www.supperdining.co.uk.
- 2.2 Supper Ltd is a company registered in England and Wales under company number 15816339
- 2.3 Supper Ltd is not VAT registered
- 2.4 To contact Supper Ltd, please email us at info@supper.co.uk or telephone us on 07878258424



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DEPOSIT AND CONFIRMATION

- 3.1 No booking shall be deemed to be accepted by Supper Ltd unless and until the deposit has been received, as stated on the Invoice.
- 3.2 Supper Ltd reserves the right to take alternative bookings for the Catering Date until the Deposit is paid, as stated in the Invoice.
- 3.3 Payment of the deposit acts as the creation of a contract between Supper Ltd and the Client, bound by the Terms and Conditions stated in this document
- 3.4 The Deposit is non-refundable.

GENERAL CATERING

- 3.1 There are minimum guest numbers for all booking types - reduction in guests will require the catering event to be re-quoted.
- 3.2. Any rates, prices and discounts stated on our website, lists, newsletters, advertisements and other documents issued by Supper Ltd are subject to variation at any time without prior notice.
- 3.3 All orders must be placed via email to info@supperdining.co.uk
- 3.4 We do not accept telephone orders or provide verbal estimates.
- 3.5 We reserve the right to refuse orders when full order capacity has been met or if orders are for less than minimum guest requirements
- 3.6 Orders must be finalised with full details by 17:00, 7 days prior to the Catering Event, and we reserve the right to refuse any orders beyond this deadline.
- 3.7 Any changes to menu choices after payment of the deposit will be up to the sole discretion of Supper Ltd management.
- 3.8 Where possible, all dietary requirements and guest allergies should be declared before the Invoice is issued.
 - 3.8.1 While we will endeavour to cater for any last-minute allergy or dietary requirements, these may incur an Additional Cost.
- 3.9 Supper Ltd will provide allergen declarations with either:
 - 3.9.1 Dish labels, with clear labelling of all declarable allergens
 - 3.9.2 A written Allergens Sheet with a list of all the declarable allergens in the catering order.



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CANCELLATIONS OR ADJUSTMENTS

- 4.1 Cancellation or Adjustments of an agreement must be made in writing.
- 4.2 If you wish to cancel or reduce an agreement the following charges will apply:
 - 4.2.1 Agreements cancelled or reduced within 7 days prior to the Catering Date will be charged in full.
 - 4.2.2 Agreements cancelled more than 7 days prior to the Catering Date will be charged at 50% of the total value of the Invoice.
 - 4.2.3 Agreements reduced more than 7 days prior to the Catering Date will be subject to a revised quote. The Client can then choose to either:
 - 4.2.3.1 Accept the new quote
 - 4.2.3.2 Cancel the Agreement, and be subject to the terms in Clause 4.2.1

INVOICING & PAYMENT

- 5.1. Payment is required to confirm orders for all clients. This is to be made via BACS to the account noted on the Invoice.
 - 5.1.1 The deposit for Catering services is required as set out in Clause 3 of this agreement
 - 5.1.2 The balance of the invoice for Catering Services is payable 7 days prior to the Event
- 5.2 Supper Ltd reserves the right to cancel or suspend commencement of any pending Catering Services until full payment is received.
 - 5.2.1 Supper Ltd reserves the right to charge interest on any late payments of amounts owed, chargeable from the 31st day after the payment due date until the time paid, at a rate of 8% per annum above the Bank of England base rate, compounded monthly.
- 5.3 BACS details for the Company are provided on the Invoice for Catering services
 - 5.3.1 All remittance advice should be e-mailed to: info@supperdining.co.uk at the time payment is submitted.



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ADDITIONAL SERVICES

6.1. The Client may submit an email request to Supper Ltd for the provision of Additional Services or items that will incur Additional Cost by 17:00 7 days prior to the day of the Catering Date. This includes but is not limited to; additional covers;; beverages both hot and cold; disposable plates and cutlery or equipment, crockery, silverware and glassware.

6.1.1. Any losses or damage to hired items will be chargeable to the client in an invoice post-booking.

6.2 Requests for additional service staff may be submitted by email 7 days prior to the day of the Catering Date.

6.3.1. Additional Catering Staff are provided for a minimum of 4 hours and rates can vary.

6.4. Supper Ltd may, at its sole discretion, either accept or reject such requests, subject to the Client's acceptance of a revised estimate or invoice which incorporates the Additional Costs arising from the provision of such Additional Services.

6.5. In order to maintain and ensure compliance with food safety hygiene and health and safety legislation and regulations the Client shall not itself provide or engage any person organisation or firm other than Supper Ltd to provide catering services at the Premises on the Catering Date unless agreed by email by the Client and Supper Ltd prior to the Catering Date.

MISCELLANEOUS

7.1. Any complaints must be addressed in writing to the Managing Director of Supper Ltd at info@supperdining.co.uk within 14 days of the Catering Date.