



The Pretty Little Tea Company

General Terms & Conditions

Definitions

'Additional Deposit' is the deposit which may be made payable by the Client to cover loss/damage.

'Booking Deposit' is the deposit payable by the Client to secure the Event Date.

'Booking Form' details the provision of services including menu choices, allergies etc.

'Equipment' means all equipment provided by the Company to the Client for the provision of catering services.

'Event' the occasion for which the Company provides Services, as detailed in the Booking Form.

'Event Date' is the date specified by the Client upon which the provision of services will take place under this Agreement.

'Horsebox' is the Company's vehicle used for the provision of catering/bar hire services where required.

'Services' refers to the provision of catering services, inc drinks and bar hire by the Company.

'The Agreement' covers the provision of services and conditions agreed by Company and the Client in accordance with these Terms and Conditions.

'The Client' means the person responsible for the booking.

'The Company' means the Pretty Little Tea Company.

'Venue' refers to the Premises where the provision of services will take place.

1) Booking Your Event with Pretty Little Tea Company

- a) All event bookings must be confirmed in writing by the Company.
- b) A Booking Deposit is required to secure the Company for the Event Date. Please refer to clause 6 regarding refund terms upon cancellation.
- c) All bookings are subject to minimum guest numbers, these will be confirmed in writing by the Company.
- d) All bookings, which include the hire of the Company's Horsebox are accepted on the assumption that the venue is suitable and is a flat level firm ground with easy access for motor transport, see paragraph 10.

2) Booking Deposit

- a) A £300 Booking Deposit will be payable by the Client to secure the Company for Services on the Event Date.
- b) Upon receipt of the Booking Deposit the Company will confirm its availability to provide Services at the Client's event in writing.
- c) The Booking Deposit will be deducted from the total event costs which will be invoiced to the Client.
- d) The total event costs must be paid within 8 weeks of the Event Date.
- e) Payment must be made via bank transfer as detailed on the relevant invoice or in cash.

3) Additional Deposits

- a) An additional deposit will be required for all non-service bookings which include chinaware hire, i.e Afternoon Tea Drop-Off. The Company will make the Client aware if this is payable when confirming an event booking and will confirm the amount of this deposit.
- b) The Client will be responsible for ensuring that all Equipment is returned to The Company in an undamaged state.
- c) Upon delivery of all Equipment, the Client will be required to sign a delivery confirmation form confirming receipt of all specified items.
- d) Any breakages/loss must be reported immediately.
- e) Breakages/loss will be charged at the following rates:
 - Cup / Saucer / Side Plate - £5
 - Spoon / Fork / Knife - £3
 - Milk Jug / Jam / Cream Bowl / Sandwich Plate - £8
 - Tea pot / Cake stand (Tiered and Single) - £30
- f) Where the Company is providing glassware hire, the Company will inform the Client of all breakage/loss charges within its quotation for Services as these may vary.
- g) For the duration of all bookings, all Equipment is the property of the Company and are provided for use by the Client during an event.
- h) Any charges for breakages/loss will be deducted from the Additional Deposit or invoiced to the Client.
- i) The balance of the Additional Deposit will be refunded to the Client's specified bank account within 2 working days of the event.

4) Event Information

- a) Upon receipt of the Booking Deposit, the Company will send a Booking Form to the Client requesting all relevant details for the Event. This will include but is not limited to; venue details, contact details, food choices and allergy information, pitch details, alcohol license details etc.
- b) The Booking Form must be completed by the Client and returned within 1 month of the Event Date.

5) Variations to the Price

- a) All bookings are subject to minimum guest numbers which will be confirmed by the Company.
- b) All quotations are valid for 14 working days.
- c) Any variation to the services agreed, including but not limited to; the duration of the event, the type of food service, menu package etc must be discussed with The Company as soon as possible. The Company reserved the right to revise the amount payable by the Client in this instance.

6) Cancellation Charges

- a) In the unfortunate event of a booking having to be cancelled, the Client must notify the Company in writing and the below charges will become payable apply.
 - i) The Booking Deposit is not refundable.
 - ii) For cancellation received less than one month prior to the event – 50% of the total event cost will be payable.
- b) The total event cost will be that stated on the invoice sent to the Client.
- c) In the event that the Company has to cancel the Agreement, it will do so in writing and all deposit payments will be returned to the Client 7 days from the date that notice is served.

7) Dietary Requirements and Allergies

- a) The Client is responsible for informing the Company of any special dietary requirements. The Company will endeavour to provide suitable adaptations to the Clients menu for any guests with special dietary requirements or allergies. The Company cannot however take responsibility for any guests unless advised in advance (no less than one month prior to the event in writing).

8) Clients Food and Drinks

- a) The Company accept no liability for any food supplied to the Client by another caterer (or food products suppliers by the Client themselves) in additional to those arranged as per the Agreement.
- b) The Company accepts no liability for food or drink removed from the Venue or consumed after the Event.

9) Client Responsibilities

- a) The Client is responsible for providing all information relevant to the provision of services by the Company.
- b) The Client is responsible for ensuring that the Company is made aware of any special dietary requirements of their guests and to ensure these are detailed within the Booking Form.
- c) The Client is responsible for ensuring payments are made when due.
- d) The Client is responsible for ensuring the suitability of the Premises. This includes tables, chairs, water, disposal of rubbish etc.
- e) Where the provision of services includes the hire of the Horsebox, it is the Client's responsibility to ensure that the pitch made available is suitable. This includes that the ground is flat and has vehicular access. The Company will provide dimensions, weight etc to assist but will incur no liability resulting from damage caused to the Venue if this is unsuitable. The Client is also liable for ensuring that vehicular access is available both to and from the Venue. The Company will incur no liability for any delays, difficulties or inability to provide services if access is not possible. The Client is responsible for providing a representative on site to ensure set up is completed in the correct pitch and that such arrangements are in place.
- f) The Client will be responsible for the behaviour of their guests and contractors for the duration of the Event and for any damage or additional costs incurred as a result by their guests. Any breakages/damage will be charged on (see rates in point 3e) within 2 working days of the event and will be due for payment upon receipt of invoice.
- g) The Client is responsible for all communication with the Venue but will be asked to share contact details if required for the provision of services under this Agreement.
- h) The Client must make the Company aware of any issues or concerns immediately during the course of the Event so that these can be remedied without any delay. No liability will be accepted for matters raised after the event, however, if it is not possible for the Company to remedy any issues during the course of the event all reasonable endeavours will be made within 14 days of the event to do so.
- i) The Client is responsible for any catering/dry hire fees charged by the venue. If the venue invoice the Company direct, the total catering/dry hire fee will be added to the client's balance invoice and will have the same payment terms applied.

10) Company Responsibilities

- a) The Company is responsible for the provision of services under the Agreement.
- b) The Company is responsible for ensuring that a suitable public liability insurance policy is in place, a copy of which can be supplied to the Client on request.
- c) The Company will ensure compliance with the Food Hygiene Agency standards. A copy of the Company's food hygiene rating is available on request.
- d) The Company is responsible for the supply of alcohol in accordance with the Licensing Act 2003. The Company operates a Challenge 25 policy for all Events that include the provision of alcohol. This means that any guest who, in the opinion of the staff of the Company, looks under the age of 25 will be asked to provide photographic proof that they are 18 years old. The Company also reserve the right to refuse service to anyone they have reason to believe will pass alcohol to a guest under the age of 18 or if a guest appears too intoxicated or is behaving in an abusive/threatening manner.

- e) Where Services include the sale of alcohol, guests are required to purchase their drinks from the bar provided by the Company and no additional drinks are permitted at the Venue. This is a licensing condition for which the Company retain responsibility. The Company reserves the right to confiscate unauthorised drinks or remove them from the Venue.
- f) Where Services include the sale of alcohol at the Venue, the Company is responsible for trading in accordance with the Licensing Act 2003, and for obtaining the necessary licenses. A copy of all licensing certificates will be made available on request.

11) Force Majeure

- a) The Company shall incur no liability to the Client if performance of the contract is prevented or hindered by any case whatsoever beyond their control, in particular but not limited; the act of fire, flood, subsidence, sabotage, accident, strike, or lock out and shall not be liable for any loss or damage resulting there from.

12) Future Changes to Terms and Conditions

- a) The Company reserve the right to change these Terms and Conditions when necessary.

By signing this agreement you are confirming your acceptance of these Terms and Conditions.

Signed (Client) Print Name

Date

Event Reference (to be completed by the Company)