



Terms and conditions.

*All monies paid are non-refundable.

*£100 + VAT deposit is required to secure your booking. This will be deducted from your final invoice which will be issued one month before the date of your event.

*All invoice(s) must be paid for in full within the payment term set out on your invoice(s).

* Invoice(s) that are not paid on time will incur an interest charge of 8.0% plus the Bank of England base rate per calendar month. You will also incur the cost of all legal fees and debt recovery costs set by late payment legislation.

* Cancellation charges apply to your booking. The percentage of the charge is based on guest numbers and requirements set out in your original booking entry. Within 3 months of your event date 35% is payable. Within 2 months of your event date 75% is payable. Within 1 month of your event date 100% is payable.

*Equipment that belongs to Faze Caterers Ltd should be returned in the same condition as it was delivered.

*Should equipment provided by Faze Caterers Ltd or a third party be found missing or damaged, a replacement charge will be invoiced to you. Payment terms for replacement charges must be paid in accordance with the terms set out on your invoice(s).

*Any amendments to your original booking entry must be made in full 5 weeks prior to your event date and is your responsibility to communicate this to Faze Caterers Ltd.

*Our events catering menus are for a minimum of 60 guests. If the number of guests fall below the minimum, you will be charged for the minimum number of guests.

*Please make us aware when booking if your guests have allergies that you are aware of. We have an allergen matrix to specify which of the 14 main allergens your dishes contain; this is displayed on our website www.fazecaterers.co.uk under the menu heading that you have chosen and is your responsibility to communicate to your guests should they request this information.

*We advise that all food being held at ambient temperatures should be disposed of within four hours of original time of delivery. Faze Caterers Ltd will not accept any responsibility for the temperature control of the food once it has been delivered.

* Any complaints against Faze Caterers must be received within 24 hours of the date of your event.

* You are responsible for placing your own order through our website.

* Faze Caterers Ltd reserve the right to change chosen dishes on your behalf should they not be available or due to menu changes to which we will always serve food as similar to the initial menu choice as possible.
