FAZE CATERERS LIMITED – TERMS & CONDITIONS

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1. Deposit & Payment

1. A non-refundable deposit of **£125 (ex VAT)** is required to secure your booking with Faze Caterers Limited.
2. The **final balance** is due **7 days prior to the event date**.
3. The final invoice will be issued once **final guest numbers and menu choices** are confirmed.
4. Payments can be made via **bank transfer or card**.
5. The deposit is **non-refundable** under any circumstances, including cancellations or changes to the event.
6. **Late Payments & Interest:** Any invoice not paid on time will incur interest of **8.0% plus the Bank of England base rate per calendar month**. The client will also be liable for all legal fees and debt recovery costs in accordance with late payment legislation.

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2. Guest Numbers, Portioning & Final Details

1. **Menu choices and final guest numbers** must be provided **one month prior to the event date**. Faze Caterers Limited will send an email requesting this information.
2. Details will be **logged on the event sheet** and sent to the client for their records. The client is responsible for checking all information and confirming it is correct.
3. **After the final event sheet has been sent, no changes whatsoever** to menu choices, guest numbers, or service arrangements will be accepted.
4. The client is responsible for ensuring that the **number of guests attending matches the final numbers they have specified**. Any discrepancies are the responsibility of the client.
5. Faze Caterers Limited will cater for the **approved number of guests**; additional guests beyond this number cannot be guaranteed to be served.
6. Faze Caterers Limited will provide **the approved number of portions** based on the final event sheet. The client acknowledges that **Faze Caterers cannot be held responsible** if individual guests take more than their allocated portion. Portions are calculated to ensure all approved guests are catered for.

3. Venue & Setup Requirements

1. Faze Caterers Limited requires a **sheltered area** to be provided for all events to protect food from **direct sunlight, wind, and rain**.
2. The client must provide **adequate space** for catering setup. Faze Caterers uses **3–4 six-foot trestle tables** (approximately **18 feet of table space**) as a minimum for service.
3. **Access to hot water** is required for food preparation and service. No other utilities are required.
4. Faze Caterers will make reasonable efforts to adapt to the space provided; however, the client is responsible for ensuring that the **minimum space and shelter requirements** are met. Failure to provide these may impact service, for which Faze Caterers cannot be held liable.
5. Where indoor service is possible, Faze Caterers may offer additional flexibility; the client remains responsible for providing a workable, safe, and accessible location.

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4. Dietary Requirements & Allergies

1. Clients must provide **dietary requirements and allergy information** when submitting **menu choices and final guest numbers**.
2. Faze Caterers Limited provides **allergen information** for all dishes to assist clients in making informed choices. Clients are responsible for ensuring that the **final menu incorporates all dietary needs**.
3. Faze Caterers will make reasonable efforts to accommodate dietary requirements; however, as service is mostly **buffet-style**, **cross-contamination cannot be guaranteed**.
4. For **severe allergies**, Faze Caterers recommends that the item be **removed from the menu entirely** to ensure safety.
5. A **QR code will be made available at the event** for guests to access allergen information for all dishes. It is the **responsibility of the client and their guests** to review this information. Faze Caterers Limited cannot be held responsible for any adverse reactions if the allergen information is not consulted.

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5. Staff & Equipment

1. **Buffets:** Staff are provided for **setup only** and do not stay to serve.
2. **Barbecues:** Staff are included for **full service**, including cooking and serving the food for the duration of the BBQ.
3. **Equipment included:** Disposable plates, cutlery, and napkins. An **upgrade to china plates and stainless-steel cutlery** is available at an additional cost.
4. **Optional equipment:** Buffet tables and table dressings are **included** in the standard price do not have to be provided if the client has made alternative arrangements.

5. **Setup & service times:**
    - **Buffets:** Arrive approximately **1.5 hours** before the requested service time; return the following day to collect equipment and belongings.
    - **Barbecues:** Arrive a **minimum of 3 hours** before service; serve for a **maximum of 2 hours**. Food is left in **disposable boxes** so guests can continue eating after staff have departed.
6. **Waste disposal:** Faze Caterers **does not take away any waste**. All waste must be disposed of at the venue. If the venue does not allow this, the client is responsible for removing waste.
7. **Equipment Condition & Replacement:** Any equipment provided by Faze Caterers must be returned in the same condition as delivered. Should equipment be **missing or damaged**, a replacement charge will be invoiced to the client.
8. **Outside Catering:** Catering provided by anyone other than Faze Caterers for your event is **strictly prohibited** unless prior written consent is given by Faze Caterers Limited.

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6. Liability & Safety

1. **Food safety:** Faze Caterers Limited takes all reasonable steps to ensure food is prepared, stored, and served safely. However, the client acknowledges that **consumption is at their own risk**. Faze Caterers cannot accept liability for adverse reactions resulting from consumption of food, including allergies or over-consumption.
2. **Cross-contamination:** Due to the buffet-style nature of most events, **cross-contamination between dishes cannot be guaranteed**. Clients are responsible for ensuring that severe allergens are removed from the menu if required.
3. **Weather & outdoor service:** For outdoor events, clients must provide **adequate shelter** to protect food and staff from rain, wind, and direct sunlight. Faze Caterers will make reasonable efforts to adapt to conditions but **cannot be held liable for weather-related disruption**.
4. **Guest behaviour:** Faze Caterers cannot accept responsibility for damage, accidents, or injuries caused by guests. The client is responsible for the conduct and safety of all attendees.
5. **Venue property:** The client is responsible for any **damage to the venue or surrounding property** caused by the event, guests, or catering setup.
6. **Food Handling & Temperature Control:** Any food held at ambient temperatures should be **consumed or disposed of within four hours** of delivery. Faze Caterers Limited cannot accept responsibility for the temperature control of food once delivered.
7. **Complaints:** Any complaints against Faze Caterers must be submitted in writing **within 24 hours** of the event date.

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7. General Event Changes & Extra Services

1. **No changes after final event sheet has been issued:** Once the client has **received the final event sheet**, **no changes whatsoever** to the event, menu, guest numbers, or service arrangements will be accepted. Faze Caterers Limited will **not under any circumstances** make changes after this point.
2. Any requests received **prior to approval** are subject to agreement and may incur additional charges.
3. **Additional guests:** Faze Caterers cannot accommodate any change to guest numbers once the final event sheet has been approved.
4. **Late requests or special requirements:** Requests received after the event sheet has been approved will not be accommodated.
5. **Event delays or schedule changes:** Clients must inform Faze Caterers of any changes to event start times as soon as possible. Faze Caterers will make reasonable adjustments where possible, but **service will be provided based only on the final event sheet**.
6. **Special equipment or services:** Any extra equipment or services requested beyond the standard provision must be confirmed **prior to receiving the final event sheet** and may incur additional charges.
7. **Event Date Changes & Cancellation:** Clients may request to change the date of their event, subject to Faze Caterers' availability.
    - Cancellation charges apply as follows based on the base package for the minimum guest numbers of 40 for whichever menu style was booked (Barbecue or buffet). This figure includes the deposit payment.
        - Within 2 months of the event: 50% of the total booking fee payable
        - Within 1 month of the event: 100% of the total booking fee payable
        - If the final invoice has been issued, you are required to **pay this in full.**
8. **Menu Changes Due to Availability:** Faze Caterers reserves the right to **substitute dishes** if they become unavailable, but any substitutes will be as close as possible to the original menu choice.

End of Terms & Conditions
