



## Terms and Conditions

### Confirmation of Booking and Deposit

A non-refundable deposit of 20% is required to secure a booking for orders under £1,000. For orders over £1,000 a non-refundable deposit of £200 is required.

A booking is secured once this deposit is received and confirmed, assumes acceptance of these Terms and Conditions and the written quotation and prices supplied.

### Confirmation of Numbers and Balance of Payment

Final numbers of guests (as far as possible) should be confirmed 14 days prior to the event and this will be the number of guests on which the balancing invoice is calculated and catered for. However, we appreciate that number of guests is a tricky area and can change. The balancing invoice will be issued on the basis of this number and no refund will be due if the numbers reduce. However, Bro's Kitchen will prepare 10 – 15% overage on the confirmed numbers to allow for some variance in numbers on the day.

Payment of the balancing invoice is due by bank transfer no later than 7 days prior to the event.

### Children

Children being served the same menu as adults will be charged at the same adult rate. An alternative menu can be served to children 12 and under and this will be charged at an agreed rate.

### Service and Staff Charges

Service and staff charges will be confirmed with the final quotation and is dependent upon the type and location of the venue, the number of guests, the length of the event and the type of food to be served. Staff and service costs will be charged at an hourly rate and this hourly rate will include travel time to and from the venue. Mileage to and from the venue may be charged as additional at 50p per mile for miles travelled by car.

Where possible we would request a visit to the venue prior to the event which would not be charged. If we are required to return to the venue the next day or any day soon after to collect any equipment or for any other reason, additional mileage and a nominal hourly fee of £10 per hour may be charged for time.



## **Cancellation**

Bookings cancelled within 14 days of the event will be subject to 50% of the fee. Bookings cancelled more than 14 days in advance of an event will not incur any charge, although the booking deposit will not be returned.

Bro's Kitchen reserves the right to cancel any bookings without liability on its part in event of unforeseen circumstances (Act of God) over which they have no control, including, but not exclusively illness, accident, or injury

## **Force Majeure**

Bro's Kitchen shall not have any liability under or be deemed to be in breach of the Agreement for any delays or failures in performance of this Agreement which result from circumstances beyond their reasonable control. Bro's Kitchen shall promptly notify the client in writing when such circumstances cause a delay or failure in performance.

## **Insurance**

Bro's Kitchen recommends that clients take out event insurance for large events from a reputable independent insurance supplier.

## **Allergies**

Bro's Kitchen operates from a busy commercial kitchen and so cannot guarantee that any produce on our menu is totally free from nuts, nut derivatives or other ingredients to which guests may have a serious allergic reaction. All efforts will be made to exclude any allergenic ingredients in our menus if requested but this cannot be guaranteed from the previous use of utensils and the presence of such ingredients in the kitchen.

Alternative menus can of course be prepared on request for those with allergies or intolerances.

## **Facilities**

Bro's Kitchen expects that any venue will include hot and cold running water, access to refrigeration, electricity, sufficient work space, toilet facilities and transport access.



## Equipment

Bro's Kitchen will supply all trays and platters required for service. Table linen can be supplied for a small additional fee to cover subsequent laundry costs which can be agreed in advance.

Bro's Kitchen does not supply table wear such as cups and saucers or plates but these can be hired by arrangement where the hire fee plus an additional 20% handling fee will be passed on. The client is responsible for covering the costs of any breakages to any hired table wear.

## Clearing

Bro's Kitchen will make every effort to leave any kitchen areas or service areas as found. Equipment will be cleared, packed and removed and any rubbish taken away. Bro's Kitchen is not responsible for clearing or cleaning the party area.

## Other Food and Drink

Bro's Kitchen accepts no responsibility or liability for any other food supplied at an event (or any food products supplied by the client themselves.)

## Leftovers

All food should be consumed in accordance with the food safety guidelines. Any person subsequently consuming food, or taking food home for consumption after the event, does so at their own risk. Bro's Kitchen cannot accept responsibility for food consumed outside of these guidelines.

## GDPR and Privacy Policy

Bro's Kitchen is fully compliant with the GDPR and our Privacy Policy is available on our website.

## Complaints

Any customer complaints should be made via email to the following address as soon as possible. Preferably within 24 hours of any event. ([info@bros.kitchen](mailto:info@bros.kitchen))



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[www.bros.kitchen](http://www.bros.kitchen)

1 Hayleigh Terrace, Leeds, LS13 3NQ

07973 822 926