



MENU SELECTION

All our menus have been designed to give you a balanced selection. This is based on seasonal availability, ratio of meat, fish and vegetarian, colour, cooking processes and variety of textures. We only use the freshest ingredients from nominated suppliers.

Most dietary requirements can be catered for, due to the necessary strict requirements we cannot provide Kosher food, however we can provide vegan food. We can also provide certain Halal products which are available upon request. We can also provide vegan, gluten free, dairy free, nut free and halal specific food. All dietary meals will be individually served.

PAYMENT

A non-refundable deposit will be required of 35% of the original estimate to secure the service of Claire Cooks Surrey. Full payment is required no later than 14 days prior to the day of the event. Full payment is required, less deposit.

Payment shall be made by BACS transfer or by credit / debit card (subject to a 3% handling charge for credit card transactions). Cash will only be accepted with the prior agreement of the Supplier. The charges do not include the cost of breakage or loss of or damage to the Supplier's equipment, tableware, cutlery or linen etc. for which we reserve the right to charge the Customer after the Event provided that notification of such breakage or damage is provided to the Customer within 14 days after the Event.

The customer shall only be liable for the cost of breakage or loss of or damage to the Supplier's equipment, tableware, cutlery or linen etc. if caused by the Customer or one of their attendees. All charges quoted are inclusive of VAT.

BOOKING

Provisionally booked dates will be held for 14 days and can only be confirmed once the deposit and the booking form have been received.

In the event that another customer wishes to book an event for the same date as the event prior to the customer having paid any deposit element of the charges, we will notify the customer and request payment of the deposit of the charges from the customer within 48 hours of notification in order to secure the provisional date allocated to the event.

For events booked at short notice, which shall be determined by the Supplier based on the type and size of event, the Customer will be invoiced for all Charges on signature of the Event Details or provision of confirmation of acknowledgement of order and shall pay the Charges within 7 days of the date of the invoice.

The Customer must notify the Supplier of final attendee numbers for the Event no later than 14 days in advance of the Event, as well as confirming all other provisional details such as any special dietary requirements.

CANCELLATION

The Customer acknowledges and recognises that Claire Cooks Surrey needs to purchase food and other consumables in advance of the Event at the time of a cancellation or a reduction in the numbers of persons attending the Event the Supplier may have already purchased the food and other consumables and may not be able to use the food for any other Event, or the food may not be appropriate for any other Event that the Supplier is undertaking or food will deteriorate or become unfit for human consumption if not used by a particular date or by any given 'use by' dates. Also when equipment and hired labour is needed to cater the Event. In the event of a cancellation or reduction in the number of persons attending the Event, we will still be required to pay for hire of equipment and hired labour whether or not the Event takes place or whether it takes place with fewer persons attending.

Under normal circumstances, 4 months' notice of cancellation is sufficient. Events cancelled with less than 4 months will be charged in the following way:

3-6 weeks 85% of estimated final invoice

1-2 weeks 90% of estimated final invoice

Claire Cooks Surrey may terminate the agreement liability of any nature upon return of deposit. Claire Cooks Surrey will not be liable for consequential damage of any nature for any reason as a result of any act or circumstance beyond reasonable control including but not limited to, strikes, acts of God, fire, flood, accident or act of war. In the event of such an event occurring the Supplier shall be entitled to cancel the Event with immediate notice to the Customer and shall reimburse the Customer all Charges paid as at the date of cancellation less such reasonable preparation and administration costs of the Supplier and any non-refundable deposits paid by the Supplier to third party suppliers of services for the Event.

SUPPLIER REQUIREMENTS

Claire Cooks Surrey requires access to the Location for setting up equipment and services, ideally the day before the Event if not in good time on the day of the Event.

Claire Cooks Surrey and staff, will require constant access to and exit from the Location while they are providing the Catering Services. The Customer must ensure that Claire Cooks Surrey can enter and leave the Location without excessive restriction.

While at the Location and providing the Services, Claire Cooks Surrey will need access to a sink with hot and cold water supply and access to clean certified drinking water. As well as access to appropriate cooking and preparation facilities. Where the Event is being held in a temporary structure such as a marquee, provision of a catering tent next to or within a reasonable proximity of the temporary structure needs to be provided along with uninterrupted power supply sufficient to cover all of the needs of Claire Cooks Surrey at the Event. To have use of a parking space and/or parking permit throughout the time Claire Cooks Surrey and representatives are providing the Catering Services as well access to toilet facilities.

Queen Mary Sailing Club, Ashford Road, Ashford, TW15 1UA

Tel: 07950 929 552

Email: hello@clairecookssurrey.co.uk

www.clairecookssurrey.co.uk

VAT Registered No. 437921869

For marquee events we will ideally require no smaller than a 6 x 9 metre catering area, with 8 individual 13 amp 3 pin plug sockets, lighting and flooring and approximately 12 6 x 2ft6 trestle tables.

QUALITY ASSURANCE

Under the Government Food Hygiene regulations all cold food should be consumed within FOUR hours of delivery. Hot food should be consumed within 2 hours, thereafter it is your responsibility when food which is left unsupervised by the consent of the client is NOT covered under our Public Liability Insurance.

Where the Customer chooses to supply items of food and/or drink itself for the Event, the Supplier will comply with condition to the extent that it prepares and/or serves any such items but reserves the right to dispose of or not to serve any such item if, in its sole discretion, such item is unfit for human consumption and/or displays signs of contamination or deterioration and/or cannot be demonstrated to have been stored in accordance with statutory and/or regulatory requirements prior to delivery to the Supplier at the Event.

All excess food at the Location at the end of the Event shall be removed and disposed of by Claire Cooks Surrey in accordance with prevailing statutory food hygiene requirements save where such food or drink has been supplied by the Customer in which event the Customer shall be responsible for removing excess food or drink and empty bottles unless otherwise agreed by us.

We shall provide the Catering Services with reasonable care and skill and in accordance with food catering industry standards for hygiene and general cleanliness. The preparation and cooking of food and the handling and service of food, beverages, utensils and tableware. In compliance with statutory and regulatory requirements affecting the preparation, cooking, handling and service of food.

As we continually strive to improve the quality of our service we welcome your feedback. From your comments we will be able to improve our service.

We value our customer's feedback and will always follow up on comments.

PRICE CHANGE

Due to the current economical climate, with our quoted prices for future events. Prices provided by our quotations are subject to change in line with suppliers of Claire Cooks Surrey. Therefore, we reserve the right to make amendments to client quotes. Clients will be notified of any increase as received. We will endeavour to try our best to keep quotes as accurate as possible.

ENVIRONMENTALLY AWARE

We are fully aware of the environmental issues that we all need to take responsibility for and wherever possible we want to play a role in helping the environment. Wherever possible we use local suppliers to reduce our carbon footprint. We also try to arrange deliveries together to minimise our carbon emissions.

DATA PROTECTION

We will process any personal data collected from the Customer for the purposes of administering the booking for the Event. We may also process such data to provide the Customer from time-to-time with information on other services that it provides and other events organised by us if we feel that it will be of interest to the customer. We will not give your details out to any third parties.