

## **TERMS AND CONDITONS**

It is the aim of Yates Kitchen to provide every customer with the event they desire. Once you have sent us the deposit payment, we will send you a receipt for the booking. The receipt sent adheres to the terms and conditions outlined below.

Please read the below terms and conditions before making a payment. Any payments received by Yates Kitchen will mean that you have read this information and agree to its terms therefore, in acceptance.

- All enquiries that lead to bookings, will be reserved for 7 days ONLY
- All bookings verbally agreed, must be confirmed with a deposit within 14 days
- All prices are based on a minimum of 50 people however, please ask us to quote for smaller numbers

### **Deposit/Payment**

A deposit of 20% is required to secure your date. Full payment is required one month before the event date.

For smaller events that have under 25 people, we will need a deposit of 50% payment at the time of booking. Full payments will be required 7 days before the event date.

### **All payments are non-refundable**

Once a price has been agreed and timings in place, if the event overruns due to unforeseen circumstances on your side, there will be additional charges applied. Of course, these additional charges will depend on the reason. For example; for every hour over £100.00 will be charged to cover any additional staff costs.

Once final plans for the event, and number of guests have been agreed between Yates Kitchen and its' Customer, the plans must not be changed on the day. If the plans are changed on the day £100.00 will be charged as a penalty.

All cancellations must be confirmed in writing at least 30 days before the event date.

Confirmation of the final guest numbers attending the function must be confirmed within 2 weeks of the event.

Payment methods should either be by cash, cheque or BACs. If a payment is required within 7 days of the event, only cash will be accepted.

Cheques should be made payable to Yates Kitchen.

### **Customer Dissatisfaction**

Whilst Yates Kitchen will ensure the highest of standards, and we aim to provide you with a professional level of service, any customer complaints must be raised with Yates Kitchen immediately on the of the event, or in writing via the [info@yateskitchen.co.uk](mailto:info@yateskitchen.co.uk) within 7 days of the event.

### **Catering Equipment Hire**

All equipment hired from Yates Kitchen remains the property of Yates Kitchen. The customer is responsible for the equipment and any loss, or damage while in your possession. Any loses or damage will be charged accordingly.

### **Customer Confirmation Details**

Full Name:

Sign:

Date: