

#### 1. Booking Your Date with PhillipsApicella Catering

1. All event bookings must be confirmed in writing by the Client.
2. A booking deposit is required to secure PhillipsApicella Catering for the date of your event (this deposit is non-refundable should your event be cancelled, see below)
3. All bookings are subject to minimum guest numbers, these will be confirmed in writing by PhillipsApicella Catering to the Client.

#### 2. Booking Deposit

1. A booking deposit figure (subject to the inclusion of VAT) will be provided to the Client in writing by PhillipsApicella Catering once your booking confirmation is received. This deposit will be deducted from the total event costs which will be issued to the Client no later than two months prior to the event (please see our Payment terms below).
2. Payment methods available include bank transfer, debit card, credit card and cash.

#### 3. Additional Deposit

1. An additional deposit will be required for all non-service bookings when black trays, glassware, crockery or utensils etc. are provided by PhillipsApicella Catering for use by the Client during their event.
2. £100.00 will be added to the total event costs (and processed with the booking deposit above) and refunded via bank transfer or debit card following the return of all items (in full and undamaged) to PhillipsApicella. Any items not returned / damaged will be chargeable and the additional deposit will not be refunded.

#### 4. Booking Confirmation

1. Once the Clients deposit/s have been received a receipt will be issued by PhillipsApicella Catering together with a formal confirmation letter which will include your draft menu, event summary and estimated costs based on the number of guests and selections made by the Client.
2. Once a date has been secured a client tasting session is possible for bookings with a minimum of 100 guests. Sessions can be arranged at a convenient time of the client.

#### 5. Variations to the Price

1. All bookings are subject to minimum guest numbers which will be confirmed by PhillipsApicella Catering at the time of booking.
2. Where children are attending – if over 10 years of age they are payable at the same rate as adults, if under 10 years of ages they are chargeable at half the adult price (subject to minimum numbers mentioned above). Children under 5 years will be free of charge.
3. Any variation to menu selections for children must be discussed with PhillipsApicella Catering as soon as possible so menus can be revised accordingly.

#### 6. Payment of Total Event Costs Prior to Event

1. Payment for services received by PhillipsApicella will be organised as follows and believe its convenient and fair for both parties, upon confirmation of event and written confirmation, signature of both parties 50% deposit shall be received. Then one month prior to the event a further meeting to confirm final numbers / alterations & further 25% from original cost shall be received. The final 25% of the cost must be paid within 3 working days of the final day of the event. Customers have the option of paying earlier prior to the event if preferred, we offer a final payment option after the event to give customers peace of mind. But PhillipsApicella will not let you down on services we provide.

2. Should PhillipsApicella Catering be advised of any increases following payment and less than two weeks prior to the event, PhillipsApicella Catering reserve the right to accept these and will raise an additional final invoice following the event for these guests or extras food needed, payment will then be added to the final 25% and will need to be adhered too in the terms above for the final payment.
  3. As cancellation insurance is not available to a catering supplier, the Client is advised to arrange such insurance to recover their losses.
7. Cancellation Charges
1. In the unfortunate event of a booking having to be cancelled confirmed in writing will be needed by the Client. Your deposit will be retained and the following charges will be incurred
    1. Cancellation received with less than two months notice prior to the event – 50% of the total event cost
    2. Cancellation received less than one month prior to the event – 100% of the total event cost
  2. The total event cost will be based on the number of confirmed guests attending at the agreed price per head + VAT. Should guest numbers be unconfirmed at the time of cancellation the total event cost will be based the originally quoted/estimated guest numbers.
  3. Any additional costs incurred by PhillipsApicella Catering in preparation of the event up until the time of cancellation will be charged to the Client. This is to cover any losses caused to PhillipsApicella Catering for administration costs, travel, supplies etc. and will be discussed fully in event of cancellation.
8. Dietary Requirements and Allergies  
PhillipsApicella Catering will endeavour to provide suitable adaptations to the Clients menu for any guests with special dietary requirements or allergies. We cannot however take responsibility for any guests unless advised in advance (no less than one month prior to the event).
9. Clients Food and Drinks
1. We accept no liability for any food supplied to the Client by another caterer (or food products suppliers by the Client themselves) in additional to those arranged by PhillipsApicella Catering.
  2. PhillipsApicella Catering will happily serve a Clients arrival drinks, table wines etc. during their event subject to waitress fees or corkage, please ask for further details.
10. Client's use of PhillipsApicella Catering's Property and Clients Personal Property or Gifts
1. The Client agrees to pay for any loss or damage to any equipment, crockery, cutlery or glassware supplied by PhillipsApicella Catering for the event, including any issues caused by the Client guests.
  2. The use of candles by the Client for centre pieces or decoration where PhillipsApicella Catering have supplied table linen is strictly prohibited.
  3. Any damaged linen because of the use of felt tip pens will result in an additional charge payable by the Client after the event (a separate area for colouring can be arranged with suitable table coverings, please ask for details)
  4. PhillipsApicella Catering will not be held responsible for the theft, lost or damage to any personal effects of the Client or gifts brought onto premises by the Client guests.
11. Liability of PhillipsApicella Catering

PhillipsApicella Catering accept no liability under any claim whatsoever (be it by negligence or otherwise) arising from any loss over the figure of the existing PhillipsApicella Catering Public Liability Limit of Indemnity. Note that this figure, which may change from time to time, is available upon request.

12. GDPR and Privacy Policy

PhillipsApicella are fully compliant with the General Data Protection Regulations (GDPR) and our Privacy Policy falls in line with Regulations, to request a copy please contact our Data Protection Officer (“DPO”) via email [Josh@phillipsapicella.co.uk](mailto:Josh@phillipsapicella.co.uk) / [charlie@phillipsapicella.co](mailto:charlie@phillipsapicella.co) or visit our website.