



## TERMS & CONDITIONS

All bookings made by customers in respect of events catered by Urban Pantry are accepted on the following terms and conditions:

### 1. Entire Agreement:

This agreement contains the entire understanding between “Urban Pantry” and you THE CLIENT. It supersedes all prior and simultaneous agreements between us. The only way to change or add to this agreement is to do so in writing, and providing the document is signed by all relevant parties. All confirmations must be made in writing and accompanied by the relevant non-returnable booking fee. The person who signs the booking request shall be considered to be ‘the customer’. Where a booking is made on behalf of an organisation or customer, that organisation shall be liable in respect of the booking jointly with the person making the booking. We reserve the right to cancel the function if full payment has not been received and funds cleared by the date of the function.

### 2. Services

The services provided by Urban Pantry in relation to this event are as follows:

- > Provision of all food required to fulfil the menu agreed upon
- > Provision of labour to freshly cook the food and plate up to a high standard on the day of event
- > Provision of waiting staff as laid out in the quote, including transportation to the venue.
- > Organization for all hire equipment laid out in the quote to be delivered to and removed from the venue.

### 3. Facilities

At least one month prior to the event the client agrees to allow Urban Pantry access to the chosen venue in order to fully assess the facilities on offer, including:

- > Water supply
- > Gas supply
- > Electricity supply and power points
- > Preparation areas
- > Common areas we will need to navigate
- > Storage room

If the facilities on offer differ in any way from the brief given by the client prior to this quote being compiled, Urban Pantry reserves the right to amend the equipment hire section of the quote.

During this visit we will also assess the venue for any health and hygiene issues and reserve the right to ask for areas to be cleaned or improved before go ahead with cooking at the location.

Urban Pantry confirms that they have assessed the site and find it satisfactory.

### 4. Reservation:

Upon payment of an agreed deposit, “Urban Pantry” will reserve the time and date agreed upon, and will not make other reservations for that time and date. The customer shall be responsible for paying all charges arising from the booking including any cancellation fees. Such a deposit has been made.



## 5. Cancellation:

In the event of cancellation "Urban Pantry" reserves the right to apply the cancellation charges as stated below. All cancellations must be received in writing. In the event of a cancellation the following charges will be applied and are exclusive of the booking fee:

Cancelled between 3 to 6 months:	30% of the remaining quoted total function cost
Cancelled between 1 to 3 months:	100% of the quoted total function cost

## 6. Pre-Event Consultation:

The parties agree to a pre-event consultation before the event date in order to finalise the actual running order etc. The first consultation (maximum of 1 hour) will be free of charge. Any additional consultations will be charged at £75 per hour.

## 7. Event Changes:

Should you wish to make significant changes to your event of the expected number of guests, "Urban Pantry" reserves the right to amend the rates and facilities offered. Insurance providing cover for the cancellation of an event is available and you should contact your preferred broker for further information.

## 8. Hire Equipment:

Any equipment hired by THE CLIENT from Urban Pantry (whether owned by Urban Pantry or hired on behalf of the client from any of its suppliers) is the responsibility of THE CLIENT for the duration of the hire. Urban Pantry reserves the right to pass on any reasonable costs if any damage occurs to such hire equipment. THE CLIENT is responsible for the cost of a replacement item.

## 9. Right To Cancel:

"Urban Pantry" reserves the right to cancel any bookings forthwith and without liability on its part in the event of damage or destruction to the production kitchen by fire or other cause, any shortage of labour or food supplies, strikes, lockout or industrial unrest or any other cause beyond the control of the caterer which shall prevent it from performing its obligation in connection with any booking.

In these circumstances every effort will be made to accommodate the booking in another caterer. The performance of this contract on behalf of "Urban Pantry" shall therefore be contingent upon acts of God, flood, fire, warfare, government laws or regulations, electrical failure, strikes by suppliers, and/or conditions beyond its control.

Notwithstanding the aforementioned if no caterer is provided to provide the goods and perform the services described, Urban Pantry will provide a full refund of all payments to THE CLIENT.

## 10. Severability:

If any provision of this agreement is held to be invalid or unenforceable under the law, the validity of this agreement as a whole shall not be affected, and the other provisions of the agreement shall remain in full force and effect.

## 11. Amendments:

This contract has been freely negotiated and shall be recognised as the entirety of the agreement. Only those changes or modifications specifically placed in writing, attached, dated and signed by THE CLIENT and "URBAN PANTRY" at the time of acceptance of this contract shall be recognised as amendments to this contract.



## 12. Unruly Behaviour:

THE CLIENT is responsible for the conduct of their guests. "Urban Pantry" will not tolerate verbally or physically abusive behaviour towards any member of staff or individual. You the Client shall be responsible for any damage caused to "Urban Pantry" to include any utensils or equipment therein by the wilful act or default of the customer, guests and /or employees of the customer and shall pay to the caterer on demand the amount required to make good or remedy such damage.

## 13. Prices and Payments:

All prices and details are subject to change. "Urban Pantry" will give 30 days' notice of a change in prices and details where possible. The terms and conditions, tariffs and prices quoted are correct at the time of going to print but we reserve the right to pass on any cost increases. Any cost increases which relate to market fluctuations will be in line with inflation. Where possible Urban Pantry will notify the customer in writing of any such changes.

## 14. Minor Details:

All arrangements, no matter how minor, must be confirmed in writing by the customer, this is to ensure we provide a service in line with your requested requirements. Remember that if it isn't agreed upon on black and white we are not duty bound to carry out your requests!

## 15. Securing Your Booking:

You are asked to sign a copy of these terms and conditions when booking your function and no booking is deemed as confirmed until "Urban Pantry" has received a signed copy.

## 16. Remuneration & Deposit:

A deposit of 30% is required on signature of this document.  
The full balance is then required 60 days prior to the event.  
All deposits are non refundable.

Payment may be deposited into the "Urban Pantry Food Ltd." bank account via BACS payment: Contact Alexander Perry on [alex@urban-pantry.com](mailto:alex@urban-pantry.com)

Account Number: 59476260  
Sort Code: 30-90-28  
Reference: Your name (event date e.g. 06.08.16)



## DETAILS CHECK

Please complete the following:

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Event Date

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Time of event

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Event location

*Full address and contact details*

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Key contact name

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Phone

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Mobile

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email

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Address

---

Secondary contact name *(optional)*

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Phone

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Mobile

---

email

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Address

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Number of Guests

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## AGREEMENT

I have read and understood the terms above.  
I hereby agree to the terms of this agreement.

Signed (Client responsible for payment) \_\_\_\_\_

Date \_\_\_\_\_

Signed (on behalf of "Urban Pantry Food") \_\_\_\_\_

Date \_\_\_\_\_