

Terms & Conditions 2019

Booking Your Date with Little Bit Different Events & Catering

1. All event bookings must be confirmed in writing by the Client.
2. A booking deposit is required to secure Little Bit Different Events & Catering for the date of your event (this deposit is non-refundable should your event be cancelled, see below)
3. Provisional bookings may be made by telephone or email to ensure that your required date is available. Bookings are not confirmed until we are in receipt of your signed booking form and deposit, after which the following terms and conditions apply.
4. All bookings require a £50.00 secure the date deposit for all buffets & £100.00 for everything else regrettably this is not refundable or transferable.

Booking Deposit

1. A booking deposit figure will be provided to the Client in writing by Little Bit Different Events & 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 and cash.

Additional Deposit

1. An additional deposit will be required for all non-service bookings and venue dressing bookings when equipment is left including chair covers, vases, table wear, black trays, glassware, crockery or utensils etc. are provided by Little Bit Different Events & 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 following the return of all items (in full and undamaged) to Little Bit Different Events & Catering. Any items not returned will be chargeable and the additional deposit will not be refunded.

Payment of Total Event Costs Prior to Event

1. Payment in full is required for all catering services to be provided by Little Bit Different Events & Catering prior to the event. Final guest

numbers must be confirmed to Little Bit Different Events & Catering no later than two months prior to the event.

2. The information provided at this point will be used to produce your total event cost invoice, arrange staff and co-ordinate with your venue. Once our invoice is received by the Client payment must be received no later than two months before the event. After final numbers have been provided to Little Bit Different Events & Catering we are happy to accept any increases in requirements however no reduction will be possible.
3. Should Little Bit Different Events & Catering be advised of any increases following payment and less than two weeks prior to the event, Little Bit Different Events & Catering reserve the right to accept these and will raise an additional invoice for these guests or extra food needed, payment will then be due for immediate settlement by the Client.
4. As cancellation insurance is not available to a catering supplier, the Client is advised to arrange such insurance to recover their losses.

Client's use of Little Bit Different Events & Caterings 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 Little Bit Different Events & Catering for the event, including any issues caused by the Clients guests.
2. The use of candles by the Client for centre pieces or decoration where Little Bit Different Events & 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. Little Bit Different Events & 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.

Prices quoted are for catering on ground floor with easy outside access, there may be additional charges for equipment hire if there are no kitchen facilities at the venue. We require an adequately sized service area with running water at the venue.

All our food is freshly prepared at our premises. We advise that all buffet food is consumed within 4/6 hours of delivery.

Where it is necessary to leave any of our equipment at the venue after staff members have left the function, it becomes the responsibility of the customer. Any loss or damage will be charged for at the replacement cost only.

Events over 10-miles will be charged at £1.00 per mile from WA3 post code.

Little Bit Different Events & Catering Reserves the right to alter menus without the need to give prior notification if a product is not available

Venue Terms

It is the lead contacts responsibility to check that everything from Little Bit Different Events & Catering is acceptable within the venue. In the rare occasion that the venue has any questions or is unsure about an item you hire Little Bit Different Events & Catering will speak to the venue to discuss what is ordered and if necessary help you find a solution or alternative.

Standard laundering of hired items is included within our prices. This includes stains from food and drink and light scuff marks from shoes. We consider these stains as part of an event and therefore not invoice additional charges to the lead contact after the event. However if upon inspection after your event we find that irreversible damage through mistreatment has been caused to our hired items this will result in the lead contact being charged for repair and or replacement of the said items.

For example; footprints,-evidence of guests drawing on the linen/chair covers, - burns,-candle wax, -excessive food and drink stains, - mould/mildew, -rips or tears, -grease, -broke/chipped cracked glassware, -other items – damaged/broke/bent/scratches/missing parts etc., - other irreparable damage not listed above – loss of items. You will be notified within 7 days of collection of any charges and sent an invoice which is payable initially from your security deposit and if over and above the security deposit it will be payable within 30 days. Please be aware this is a very rare occurrence, any damage/loss which you believe is the fault of the venue/other company/person is still chargeable to you. It is up to you to pursue any costs from the 3rd party.

Loss of hired products & items

The total number of items hired from Little Bit Different Events & Catering or fitted and left at your venue is what we expect to receive after your event. If loss occurs we will first contact the venue to locate and lost item(s). If however, the item(s) is/are not recovered, we will then refer to the above. Please note that chair sash brooches/buckles are the most

common items to go missing, please make sure your venue is aware of this and takes care with these items.

It will be the sole responsibility of the lead contact to look after our items before, during and after the event. Please ensure your venue know that any items lost by you or them is still chargeable to the lead contact (you). All items remain the property of Little Bit Different Events & Catering at all times. See above regarding charges.

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.
2. Cancellation received with less than two months' notice prior to the event – 50% of the total event cost is payable.
3. Cancellation received less than one month prior to the event – 100% of the total event cost is payable.
4. The total event cost will be based on the number of confirmed guests attending at the agreed price per head. Should guest numbers be unconfirmed at the time of cancellation the total event cost will be based the originally quoted/estimated guest's numbers.
5. Any additional costs incurred by Little Bit Different Events & 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 Little Bit Different Events & Catering for administration costs, travel, supplies etc. and will be discussed fully in event of cancellation.

Dietary Requirements and Allergies

Little Bit Different 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).

Liability of Little Bit Different Events & Catering

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

Force Majeure

Little Bit Different Events & Catering shall incur no liability to the Client if performance of the contract is prevented or hindered by any case whatsoever beyond Little Bit Different Events & Catering control and in particular but without prejudice to the generality of the foregoing, by act of fire, flood, subsidence, sabotage, accident, strike, or lock out and shall not be liable for any loss or damage resulting there from suffered by the Client.