

1. Booking Your Date with Dookies Catering

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

2. Booking Deposit

- a. A booking deposit figure (exclusive of VAT) will be provided to the Client in writing by Dookies Catering LTD 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 30 days prior to the event (please see our Payment terms below0).
- b. Payment methods available include bank transfer and cash.

3. Booking Confirmation

Once the Clients deposit/s have been received a receipt will be issued by Dookies Catering together with a formal confirmation letter which will include your draft menu, event summary and agreed costs based on the number of guests and selections made by the Client.

5. Variations to the Price

- a. All bookings are subject to minimum guest numbers which will be confirmed by Dookies Catering at the time of booking.
- b. Where children are attending – if over 7 years of age they are payable at the same rate as adults, if under 7 years of ages they are chargeable at half the adult price (subject to minimum numbers mentioned above). Children under 3 years will be free of charge.
- c. Any variation to menu selections for children must be discussed with Dookies Catering as soon as possible so menus can be revised accordingly.

6. Payment of Total Event Costs Prior to Event

- a. Payment in full is required for all catering services to be provided by Dookies Catering prior to the event. Final guest numbers must be confirmed to Dookies Catering no later than two months prior to the event.
- b. 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 one month before the event. After final numbers have been provided to Dookies Catering we are happy to accept any increases in requirements however any reduction of greater than 10% will not be possible.
- c. Should Dookies Catering be advised of any increases following payment and less than two weeks prior to the event, Dookies Catering reserve the right to accept these and will raise an additional invoice following the event for these guests or extras food needed, payment will then be due for immediate settlement by the Client.

7. Cancellation Charges

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:

- a. Cancellation received with less than two months' notice prior to the event – 50% of the total event cost.
- b. Cancellation received less than one month prior to the event – 100% of the total event cost.
- c. 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 guests numbers.
- d. Any additional costs incurred by Dookies 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 Dookies Catering for administration costs, travel, supplies etc. and will be discussed fully in event of cancellation.

7.5. Covid-19 pandemic Cancellations

In the instance where the event cannot continue at the agreed guest size or spec, due to restrictions from government. Dookies catering can allow the function party guest numbers reduction of up to 10%. Alternatively, if the wedding size after 10% reduction is still in conflict with government restrictions then the secured function date can be moved to a date in the future. As long as advanced notice of at least 8 weeks has been given.

## 8. Dietary Requirements and Allergies

Dookies 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. The Menu Tasting

### **Purpose of the Tasting**

The purpose of the Tasting is to allow you to sample potential menu options for your wedding reception and to provide feedback to Dookies Grill regarding your preferences.

### **Menu Representation**

Dookies Grill strives to provide a menu tasting experience that accurately represents the dishes and flavors that will be served on your wedding day. However, please note that there may be slight variations in the presentation, portion sizes, or ingredients due to factors such as seasonal availability, dietary restrictions, or other unforeseen circumstances.

### **No Guarantee of Exact Replication**

Dookies Grill cannot guarantee that the exact dishes served at your wedding reception will be identical to those sampled at the Tasting. Variations may occur due to factors such as changes in the availability of ingredients, equipment malfunctions, or other unforeseen circumstances.

## 10. Clients Food and Drinks

- a. We accept no liability for any food supplied to the Client by another caterer (or food products suppliers by the Client themselves) in addition to those arranged by Dookies Catering.
- b. Where the Client has made additional arrangements (for example an evening hog roast) Dookies Catering will require a Food Disclaimer Form to be completed and returned no later than one month prior to the event.
- c. Dookies 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.

## 11. Client's use of Dookies Catering's Property and Clients Personal Property or Gifts

- a. The Client agrees to pay for any loss or damage to any equipment, crockery, cutlery or glassware supplied by Dookies Catering for the event, including any issues caused by the Client guests.
- b. The use of candles by the Client for centre pieces or decoration where Dookies Catering have supplied table linen is strictly prohibited.
- c. 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).
- d. Dookies 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.

## 12. Liability of Dookies Catering

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

## 13. GDPR and Privacy Policy

Dookies Catering are fully compliant with the General Data Protection Regulations (GDPR) and our Privacy Policy falls in line with Regulations.

## 14. Force Majeure

Dookies Catering shall incur no liability to the Client if performance of the contract is prevented or hindered by any case whatsoever beyond Dookies Catering's 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.

**15. Future Changes to Terms and Conditions**

Dookies Catering reserve the right to change our Terms and Conditions when necessary due to the continual evolving nature of our business.