

Terms and Conditions – from October 2017



1) Booking Your Date with Big D's BBQ Ltd.

- a) All event bookings must be confirmed in writing by the Client. A non-refundable deposit is required to secure Big D's BBQ Ltd. for the date of your event.
- b) All bookings are subject to minimum guest numbers, these will be confirmed in writing by Big D's BBQ Ltd. to the Clients.

2) Deposit

- a) A deposit figure (subject to the inclusion of VAT) will be provided to the Client in writing by Big D's BBQ Ltd. once your booking confirmation is received.
- b) This deposit will be deducted from the total event costs which will be issued to the Client no later than 10 working days prior to the event (please see our Payment terms below).
- c) Payment methods available include bank transfer, debit card, credit card, cheque and cash.

3) Booking Confirmation

- a) Once the Clients deposit has been received a balance statement will be issued by Big D's BBQ Ltd. showing amount paid and amount outstanding based on the number of guests and selections made by the Client at this time.
- b) Final invoice along with a booking form will be issued for checking prior to the event taking place (15 working days before) all agreed services and special requests must be documented on the booking form as this will be used to run your event, such as service date, menu choices, special instructions.

4) Variations to the Price

- a) All bookings are subject to minimum guest numbers which will be confirmed by Big D's BBQ Ltd. at the time of booking.

- b) 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 a discounted rate. (subject to minimum numbers mentioned above). Children under 3 years will be free of charge. Any variation to menu selections for children must be discussed with Big D's BBQ Ltd. as soon as possible to our menus to be revised accordingly.

5) Payment of Total Event Costs Prior to Event

- a) Payment in full is required for all catering services to be provided by Big D's BBQ Ltd. prior to the event. Final guest numbers must be confirmed to Big D's BBQ Ltd. no later than 15 working days 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 and produce the booking form. Once our invoice is received by the Client payment must be received no later than 10 working days before the event and the booking form confirmed as correct.
- c) Should Big D's BBQ Ltd. be advised of any changes to event requirements (including the reduction of guest numbers) at a date less than 15 working days prior to the event, Big D's BBQ Ltd. reserve the right to accept these changes and reduce our invoice value, however should increases occur due to additions once full payment have been received Big D's BBQ Ltd. 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.

6) Cancellation Charges

- a) 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
 - i) Cancellation received within 60 working days of event – 50% of total event cost
 - ii) Cancellation received within 15 working days of event – 100% of the total event cost
- b) The total event cost will be based on the numbers of guests scheduled, at the agreed price per head + VAT.
- c) Any additional costs incurred by Big D's BBQ Ltd. 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 Big D's BBQ Ltd. for administration costs, travel, supplies etc. and will be discussed fully in event of cancellation.

7) Dietary Requirements and Allergies

- a) Big D's BBQ Ltd. 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 10 working days prior to the event).

8) 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 Big D's BBQ Ltd.
- b) Big D's BBQ Ltd. will happily serve a Clients arrival drinks, table wines etc. during their event subject to waitress fees or corkage, please ask for further details.

9) Client's use of Big D's BBQ Ltd.'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 Big D's BBQ Ltd. for the event, including any issues caused by the Client guests.
- b) Big D's BBQ Ltd. 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.

10) Liability of Big D's BBQ Ltd.

- a) Big D's BBQ Ltd. accept no liability under any claim whatsoever arising (be it by negligence or otherwise) for any loss over the figure of the existing Big D's BBQ Ltd. Public Liability Limit of Indemnity. Note that this figure which may change from time to time, is available upon request together with a copy of our Certificate.

11) Force Majeure

- a) Big D's BBQ Ltd. shall incur no liability to the Client if performance of the contract is prevented or hindered by any case whatsoever beyond Big D's BBQ Ltd.'s control and in particular 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.

Big D's BBQ Ltd. reserve the right to change our Terms and Conditions when necessary due to the continual evolving nature of our business. It is your responsibility to ensure that you are up to date with our Terms and Conditions which are available on request or printable via our website at www.bigdsbbq.net.co.uk