# Customer Terms and Conditions

The phrase "the Client" refers to West Midlands Police Club throughout this terms and conditions document.

## Booking Your Date with Just Catering Midlands

1. All event bookings must be confirmed in writing (electronic or paper) by the Client.
2. All event bookings must, ideally be given two weeks prior to event (with the exception of Feeding Station events).

## Payment

1. Payment methods available include bank transfer, cheque and Paypal.

## Booking Confirmation

1. Once the Client has booked the event, a receipt will be issued by Just Catering Midlands in the form of a confirmation email.

## Variations to the Price

1. All bookings are subject to minimum guest numbers which will be confirmed by Just Catering Midlands at the time of booking.
2. If the Client requires an event to adhere to social distancing guidelines, Just Catering Midlands reserve the right to add an additional "social distancing" charge to cover the cost of the additional packaging that is required to ensure guests are kept as safe as possible. This charge will be an additional charge and not added during non-socially distant events.

## Payment of Total Event Costs

1. Final guest numbers must be confirmed to Just Catering Midlands no later than a week prior to the event if more than the original number stipulated in the confirmation email.
2. If numbers are to be smaller, Just Catering Midlands reserve the right to charge the original price agreed.
3. 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 after the event.
4. As cancellation insurance is not available to a catering supplier, the Client is advised to arrange such insurance to recover their losses.

## Cancellation Charges

1. In the unfortunate event of a booking having to be cancelled confirmed in writing (electronic or otherwise) will be needed by the Client. This does not apply if the event was cancelled due to the Client's premises being used as a Feeding Station.
    a. Cancellation received with less than two weeks notice prior to the event – 50% of the total event cost
    b. Cancellation received less than one week 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.
3. Any additional costs incurred by Just Catering Midlands 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 Just Catering Midlands for administration costs, travel, supplies etc. and will be discussed fully in event of cancellation.

## Dietary Requirements and Allergies

1. Just Catering Midlands will endeavour to provide suitable adaptions 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 week prior to the event)

## Client's 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 Just Catering Midlands.
2. The Client wishes to use their own bar to supply beverages (including hot drinks).

## Client's use of Just Catering Midlands's Property and Clients Personal Property or Gifts

1. The Client wishes Just Catering to use plates, linen, cutlery, crockery and kitchen facilities from their site.
2. Any breakages incurred by Just Catering Midland's staff will be paid for by Just Catering Midlands.
3. Just Catering Midlands will have full use of the kitchen facilities and food storage facilities at the Client's premises for the Client's events.

## Caterer's Responsibilities

1. Just Catering Midlands will be responsible for the setting up of the event as it pertains to linen, cutlery, crockery and serving equipment (excluding tables and chairs).
2. Just Catering Midlands will be responsible for staffing the event, including Front of House, waiter service, plate collection, plate wash up and service.
3. All equipment will be cleaned to a daily standard according to our Due Diligence policy. All equipment will be returned, clean, to its stored place at the end of each event.
4. Just Catering agrees to pay a fee for use of kitchen utilities if food is prepared on the Client's site. This fee must be in proportion to the size of the event. For example, a half day charge or a full day charge. Just Catering Midlands will not pay utility fees if food is prepared on our premises and delivered to the Client's site, ready to serve. Just Catering Midlands reserve the right to decide

where food will be prepared. This will be done in conjunction with the Client's Operations Manager and will be made with the best interests of the event's guests in mind. Just Catering Midlands will not pay for the use of utilities in the conference rooms themselves.

5. Just Catering Midlands will provide a "Feeding Station" and "Pelkin" strategy document to explain how we propose to cater for these events.

## Client's Responsibilities

1. The Client will be responsible for setting out tables and chairs as required by the Client's customers.
2. The Client will be responsible for deep cleaning equipment in their kitchen.

## Force Majeure – A Statement

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

## Future Changes to Terms and Conditions

Just Catering Midlands 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.