

# Standard Terms and Conditions



## 1 Interpretation

In these terms & conditions, the following words have the meanings set out opposite to them: -

**ABC** The Aussie Barbeque Company Ltd of Hastings House, 9 The Avenue, Danbury, Essex, CM3 4QN.

**Catering Charge** The charge for catering based on the final numbers notified to ABC in accordance with these terms and conditions or, if no notification is received, the number specified at time of booking.

**Force Majeure** Any mechanical breakdown, flood, fire, storm, tempest, act of war, terrorism, Government restriction or act of God which may cause the hirer's premises to be inaccessible or closed temporarily or otherwise or the function to be interrupted or the supply or movement of meat to be restricted or prohibited.

**Function** The proposed activity specified at booking stage.

**Hirer** The organisation and/or the individual in whose name the booking is made.

## 2. Confirmation of booking and numbers and Payment

**2.1** To confirm a booking and secure your function date a deposit of 1/3rd of the total catering quote is required. This deposit is non-refundable. A confirmed booking constitutes formal acceptance of these terms and conditions subject to a 14-day cooling off period, reference the Consumer Contracts Regs. However the 14-day cooling off period is not applicable to businesses.

**2.2** The hirer must advise ABC of the final number of guests attending the function and pay the final balance of the catering charge not less than 21 working days prior to the date of the function.

**2.3** Prices can be subject to seasonal variations.

## 3. Cancellations

**3.1** In the event that the hirer cancels the booking, the following cancellation charges will apply:

|                                       |                          |
|---------------------------------------|--------------------------|
| Less than three months written notice | 33% of the final balance |
|---------------------------------------|--------------------------|

|                                     |                          |
|-------------------------------------|--------------------------|
| Less than two months written notice | 50% of the final balance |
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|                                  |                           |
|----------------------------------|---------------------------|
| Less than 21 days written notice | 100% of the final balance |
|----------------------------------|---------------------------|

**3.2** Any payments made (including deposits) will be used to offset any losses which we incur due to cancellation. Only in extreme circumstances will payments or partial payments be refunded at our discretion.

**3.3** Notification of cancellation should be confirmed in writing, sent recorded delivery and acknowledged by ourselves in writing. The effective date is the date received by ABC.

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**3.4** ABC reserves the right to amend terms of any booking or to cancel a booking if the holding of a function is prevented by access issues or by reason of force majeure. ABC shall not be liable for any loss or damage arising from such amendment or cancellation.

**3.5** ABC strongly recommends event/wedding insurance in order to protect payments made to venues and suppliers, in the event of any cancellation.

### **Our Commitment**

ABC shall ensure we are committed to abiding to the relevant food registration by the Food Standards Agency and Food Hygiene.

ABC respects the rights, dignity and worth of every person and will treat everyone equally regardless of age, ability, gender, race, ethnicity, belief, religious belief, sexuality or social/economic status.

ABC is committed to everyone having the right to enjoy themselves in a safe environment, free from threat or intimidation, harassment and abuse.

### **Your Commitment**

To inform ABC of any guests with special dietary requirements and allergies

To inform ABC of any guests with mobility issues (which may impede their ability to evacuate the venue in an emergency)

To inform ABC of any access issues to a venue or property which may impede our set up.

To update ABC with alterations to guest numbers as soon as possible, or 21 days prior to the booking date latest.

ABC strongly recommends event/wedding insurance in order to protect payments made to venues and suppliers, in the event of any cancellation