

# Miss Ellie's of Coventry Terms and Conditions Catering

## **MENU and ALLERGIES**

The menu selection will be set out on your order confirmation form along with all allergies. Once a deposit has been paid the menu selection is final and may only be changed with the agreement of all parties.

Miss Ellie's is a plant based and vegetarian catering provider. We can provide gluten free services and cater for most allergies/intolerances though it must be noted that the kitchen is not a gluten free environment and whilst every effort is made to eliminate cross contamination, it cannot be guaranteed. Likewise with nuts and seeds also.

It is the client's responsibility to disclose if guests have a severe allergy. Miss Ellie's of coventry cannot guess what allergies guests may have. If not informed, we can not be expected to cater accordingly.

Due to the necessary strict requirements we cannot provide Kosher food, however we can provide ready made kosher food.

We can also provide certain Halal products which are available upon request.

Where meat or fish products are required, we will source these from another catering provider to maintain the integrity of the kitchen environment.

## **PAYMENT**

A **non-refundable** deposit will be required to secure the service of Miss Ellie's of Coventry. Full payment is required no later than 30 days prior to the day of the event. Full payment is required, less deposit.

Payment shall be made by BACS transfer to:

- Miss Ellie's Homemade
- HSBC Business Banking Account
- Account Number 61291416
- Sort Code 40-18-43
- UTR 6315084123.

Miss Ellie's is a fully registered business with HMRC.

Cash will only be accepted with the prior agreement of the Supplier.

The charges do not include the cost of breakage or loss of or damage to the Supplier's equipment, tableware, cutlery or linen etc. for which we reserve the right to charge the Customer after the Event provided that notification of such breakage or damage is provided to the Customer within 14 days after the Event.

The customer shall only be liable for the cost of breakage or loss of or damage to the Supplier's equipment, tableware, cutlery or linen etc. if caused by the Customer or one of their attendees.

## **BOOKING**

Provisionally booked dates will be held for 14 days and can only be confirmed once the deposit and the booking form have been received. In the event that another customer wishes to book an event for the same date as the event prior to the customer having paid any deposit element of the charges, we will notify the customer and request payment of the deposit of the charges from the customer within 48 hours of notification in order to secure the provisional date allocated to the event.

The Customer must notify the Supplier of final attendee numbers for the Event no later than 1 month in advance of the Event, as well as confirming all other provisional details such as any special dietary requirements.

## **CANCELLATION**

The Customer acknowledges and recognises that Miss Ellie's of Coventry needs to purchase food and other consumables in advance of the Event at the time of a cancellation or a reduction in the numbers of persons attending the Event the Supplier may have already purchased the food and other consumables and may not be able to use the food for any other Event, or the food may not be appropriate for any other Event that the Supplier is undertaking or food will deteriorate or become unfit for human consumption if not used by a particular date or by any given 'use by' dates. Also when equipment and hired labour is needed to cater the Event. In the event of a cancellation or reduction in the number of persons attending the Event, we will still be required to pay for hire of equipment and hired labour whether or not the Event takes place or whether it takes place with fewer persons attending.

Under normal circumstances, 4 months' notice of cancellation is sufficient. Events cancelled with less than 4 months will be charged in the following way:

11-16 weeks 55% of estimated final invoice

7-10 weeks 70% of estimated final invoice

3-6 weeks 85% of estimated final invoice

1-2 weeks 90% of estimated final invoice

Miss Ellie's of Coventry may terminate the agreement liability of any nature upon return of deposit.

## **FORCE MAJEURE**

Miss Ellie's of Coventry will not be liable for consequential damage of any nature for any reason as a result of any act or circumstance beyond reasonable control including but not limited to, strikes, postal strikes, acts of God, fire, flood, accident or act of war, extreme weather conditions, pandemic, civil unrest.

In the event of such an event occurring Miss Ellie's shall be entitled to cancel the Event with immediate notice to the Customer and shall reimburse the Customer all charges paid as at the date of cancellation less such reasonable preparation and administration costs and any non-refundable deposits paid by Miss Ellie's to third party suppliers of services for the Event.

## **VENUE/CLIENT REQUIREMENTS**

Miss Ellie's of Coventry requires access to the Location for setting up equipment and services in good time for the start of the event. This may be the day before.

Miss Ellie's of Coventry and staff, will require constant access to and exit from the Location while they are providing the Catering Services. The Customer must ensure that Miss Ellie's of Coventry can enter and leave the Location without excessive restriction.

While at the Location and providing the Services, Miss Ellie's of Coventry will need access to a sink with hot and cold water supply and access to clean certified drinking water. If access to both hot and cold water and drinking water are not available we can't safely or legally serve food.

As well as access to appropriate cooking and preparation facilities. Where the Event is being held in a temporary structure such as a marquee, provision of a catering tent next to or within a reasonable proximity of the temporary structure needs to be provided along with uninterrupted power supply sufficient to cover all of the needs of Miss Ellie's at the Event.

To have use of a parking space and/or parking permit throughout the time Miss Ellie's of Coventry and representatives are providing the Catering Services as well access to toilet facilities.

## **QUALITY ASSURANCE**

Under the Government Food Hygiene regulations all cold food should be consumed within FOUR hours of delivery. Hot food should be consumed within 2 hours, thereafter it is your responsibility when food which is left unsupervised by the consent of the client is NOT covered under our Public Liability Insurance.

Where the Customer chooses to supply items of food and/or drink itself for the Event, the Supplier will comply with condition to the extent that it prepares and/or serves any such items but reserves the right to dispose of or not to serve any such item if, in its sole discretion, such item is unfit for human consumption and/or displays signs of contamination or deterioration and/or cannot be demonstrated to have been stored in accordance with statutory and/or regulatory requirements prior to delivery to the Supplier at the Event.

All excess food at the Location at the end of the Event shall be removed and disposed of in accordance with prevailing statutory food hygiene requirements save where such food or drink has been supplied by the Customer in which event the Customer shall be responsible for removing excess food or drink and empty bottles unless otherwise agreed by us. If the client wishes to keep food after the event this will become the clients responsibility for safe storage and consumption, Miss Ellie's of Coventry has no responsibility or liability for food left after the event closes.

We shall provide the Catering Services with reasonable care and skill and in accordance with food catering industry standards for hygiene and general cleanliness. The preparation and cooking of food and the handling and service of food, beverages, utensils and tableware. In compliance with statutory and regulatory requirements affecting the preparation, cooking, handling and service of food.

Miss Ellie's of Coventry holds full Public Liability Insurance.

## **PRICE CHANGE**

Due to the current economical climate, with our quoted prices for future events. Prices provided by our quotations are subject to change in line with suppliers of Miss Ellie's of Coventry. Therefore, we reserve the right to make amendments to client quotes. Clients will be notified of any increase as received. We will endeavour to try our best to keep quotes as accurate as possible.

## **ENVIRONMENTALLY AWARE**

Miss Ellie's is committed to eco sustainability and this commitment underpins all we do. Our products are eco friendly, compostable, reusable, recyclable and/or sustainable. Food is locally sourced where possible and we avoid the use of artificial preservatives and ingredients in our food.

## **MILEAGE**

Mileage will be charged at 50p per mile for outward and return journey unless otherwise agreed.

## **DATA PROTECTION**

We will process any personal data collected from the Customer for the purposes of administering the booking for the Event. We may also process such data to provide the Customer from time-to-time with information on other services that it provides and other events organised by us if we feel that it will be of interest to the customer. We will not give your details out to any third parties.

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