



CATERING TERMS & CONDITIONS

ORDERING INFO

- Minimum order: 15 guests
- Minimum order notice: 3 days. Advance ordering recommended.
- Delivery charge of £10 within Greater Manchester.
- 10% service charge for orders for outdoor events or events service lasting longer than 2 hours.
- Food will be delivered at the time specified on the Order Form. For freshness and food safety, please serve the food immediately, refrigerate until needed, or consume within 2 hours. Do not leave unrefrigerated for more than 2 hours.
- We will provide disposable plates, cutlery and napkins. If you require ceramic tableware, please specify under 'additional requests'.
- 4Lunch will collect empties at the time specified on the Order Form.
- We will provide take away boxes. 4Lunch is not responsible for food taken away and consumed away from the venue and after the event.
- 4Lunch is not liable for accommodating dietary requirements not specified on the order form.
- There may be small ingredient substitutions on occasion.
- We cannot guarantee that all our products are completely nut-free or gluten-free.

PAYMENT

- An invoice will be sent to the client after the event. We accept payments by BACS, to be paid within 30 days (no fee). We also accept credit/debit card (3% fee).
- For large orders (50+ guests), you will be required to pay a non-refundable deposit of 25% of the initial quotation amount to reserve the date. Your final invoice will be discounted by this amount. The final invoice amount may change according to any authorised changes in the service provided.
- By submitting the completed order form to 4Lunch, you agree to our full terms and conditions.

- **Rearrangement Policy:** 4Lunch will do its best to accommodate any request by the client to change the details of the service, provided that it has received notice of at least 7 calendar days before the service date. If the client wishes to rearrange any details of the order less than 7 calendar days before the order date, the client will incur an additional rearrangement charge equal to 10% of the Fee.
- **Cancellation Policy:** The client may cancel the service without having to pay any additional sum provided that it:
 - gives 4Lunch written/verbal notice of cancellation at least 3 calendar days before the service; and
 - such notice is accompanied by a reason for cancellation that, in 4Lunch's sole determination is sufficient.
 - In the event that the client cancels the service but either: fails to give 4Lunch written/verbal notice of cancellation at least 3 calendar days before the order; or fails to provide a reason for cancellation that, in 4Lunch's sole determination, is sufficient, the Organisation will pay 4Lunch a sum equal to 50% of the total fee amount.
- **Late Payment Policy:** An invoice will be sent to the client after the service. Please pay by BACS within 30 days of receiving the invoice, or notify 4Lunch if you would like to pay by card on the day (3% fee). If total payment for the services is not received within 30 days of the invoice date, the client will be emailed a payment reminder. Please act within 7 calendar days. If no action is taken, the client will be issued with an Official Late Payment Notice Letter. If the payment is not received within 14 calendar days of the date of this letter, 4Lunch will issue a penalty of 10% of the original invoice amount. If both the original invoice amount plus the penalty are not paid 14 days after this time, legal action will take place.
- **Breakages and Losses Policy:** In the case of breakages or losses to 4Lunch property, the client is liable to pay any additional costs incurred. This will be reported to the client contact within 3 calendar days of the service finishing. A separate invoice will be generated.
- **Health and Safety Policy:** The client is responsible for ensuring that the building and designated rooms for food service are in safe working order. The room used must be clean and tidy at the time of 4Lunch's arrival. During the course of the service, 4Lunch will clean any spillages related to its work and maintain good hygiene standards. The client must provide a running hot water supply and safe electrical supply at the venue. Fire evacuation and emergency procedures are to be communicated by the client to 4Lunch on the day. Equipment, if provided by 4Lunch, will be in full working order, and in compliance with 4Lunch's health and safety policy. Equipment, if provided by the client, must be fit for use and in good, clean working order. In the event that these conditions are not met, 4Lunch will report these faults to the client, provide replacements where possible, and charge the client for any additional costs incurred.