

EVENT BOOKING - TERMS & CONDITIONS

Pencoose Barn
St Erme Truro TR4 9BL
Telephone 01872 520511
Email office@pencoosepantry.co.uk
Website www.pencoosepantry.co.uk

Payment and Deposit

A deposit payment (not more than 25% of the total cost of your catering event) is required to reserve your date(s), along with a completed booking form. This deposit is non-refundable. A second payment (not more than 40% of the remaining balance) may be required 6 weeks before the event. The final balance of the total cost payable is due within 7 days of the final invoice date. This final invoice will be sent to you no more than two weeks prior to the event.

Payment Method

We prefer payment by BACS (electronic payment) paid to Pencoose Pantry; bank details as shown on the invoice. Please quote the invoice number and your surname as the reference. Alternatively, payment can be made in the form of a cheque made payable to 'Pencoose Pantry' and drawn on a UK bank.

Cancellation Charges

- The booking deposit is non-refundable.
- Cancellations between 6 to 3 weeks before the date of the event - any second payment made is refundable in full.
- Cancellations between 20 days to 8 days before the date of the event - only 50% of the second payment will be refundable.
- Events cancelled 7 days or less before the date of the event – 100% of the second payment is non-refundable.
- Cancellations made 3 to 1 days before the date of the event, or on the day of the event – all money paid to Pencoose Pantry is non-refundable.

Change of Numbers

- The total cost of the catering event will be calculated according to the number of guests and price per head, as agreed at 14 days before the event date.
- If the number of guests is reduced at any time during the event planning process Pencoose Pantry reserve the right to increase the price per head quoted. We will inform you if this is necessary.
- If the number of guests rises at any time the price per head quoted will stay the same, but naturally the overall total price will rise accordingly.
- If any changes are made to the booking (e.g: menu, number of guests, etc.) during the 7 days prior to the event taking place then a nominal administration charge may also be made to cover additional organisational/administration costs.

Hire of Equipment, etc.

Unless otherwise arranged with Pencoose Pantry all tables, crockery, cutlery, linen, kitchen equipment, etc., will be hired by you and payment is your responsibility. Any losses and/or breakages will be invoiced after the event directly to you and payment for this is also your responsibility.

Staff

Staff are organised by Pencoose Pantry but are freelance and are not part of our company/employed by us. You will need to pay staff direct, but we are happy to collect and distribute wages accordingly.

Public Liability

Pencoose Pantry has a public liability insurance with Townergate Insurance underwritten by Zurich Insurance PLC and are insured for up to £5,000,000 for all insurable risks, but this is only in relation to our chef and equipment. We will not be liable to you, your guests or third parties for accident, damage, loss, injury, expense or inconvenience, which may be suffered, incurred, arise out of, or in anyway be connected with the catering event. No term of the contract is enforceable under the Contracts (Rights of Third Parties) Act 1999 by a person who is not party to the contract. It will be your responsibility to take out your own public liability insurance to cover your guests and or third parties for accident, damage, loss, injury, expense or inconvenience.

