

FOOD WITH JOOJ | TERMS AND CONDITIONS | UPDATED SEPTEMBER 2024

1. MENU SELECTION

- 1.1. All our menus are bespoke to your event and designed to give you a balanced selection. Ingredients may change due to seasonality and availability.
- 1.2. Most dietary requirements can be catered for if 14 days notice is given.
- 1.3. Vegan, gluten free, dairy free and nut free specific food can be provided. However, all food is prepared in a kitchen which handles, celery, cereals containing gluten (such as wheat, barley and oats), crustaceans (such as prawns, crabs and lobsters), eggs, fish, lupin, milk, molluscs (such as mussels and oysters), mustard, peanuts, sesame, soybeans, sulphur dioxide and sulphites. Best efforts are made to ensure there is no cross contamination, but **FWJ cannot guarantee that any food is 100% free of allergens.**

2. BOOKING

- 2.1. Provisionally booked dates will be held for **14 days** and will only be confirmed once the deposit has been received.
- 2.2. In the event that another customer wishes to make a booking for the same date as the provisionally booked date, the Customer will be notified and payment of the deposit will be requested from the Customer within 48 hours of notification in order to secure the provisional date allocated to the event.
- 2.3. The Customer must notify FWJ **no later than 14 days prior to the event** to confirm the final attendee numbers and all other provisional details such as any special dietary requirements and event location. Attendee numbers cannot be changed after confirmation has been received by FWJ. For numbers over 40, the customer must notify FWJ **no later than 28 days prior to the event.**

3. PRICE CHANGE

- 3.1. Due to the current economic climate, prices provided by our quotations are subject to change in line with suppliers of FWJ. Therefore, FWJ reserves the right to make amendments to customer quotes. Customers will be notified of any increase as received. FWJ will try our best to keep quotes as accurate as possible.

4. PAYMENT

- 4.1. A non-refundable deposit will be required to secure the booking.
- 4.2. The original estimate does **not** always include additional staffing charges. The customer will be aware of these charges but will be invoiced after the event has taken place and the hours have been calculated.
- 4.3. There will be a travel charge if you are located more than 10 miles outside of FWJ prep kitchen. The customer will be made aware of this upon the original estimate.
- 4.4. Full payment is required **no later than 7 days prior to the day of the event.** Payment shall be made by BACS transfer.
- 4.5. Failure to make payment will result in the booking being cancelled and you will lose your deposit.

5. CANCELLATION

- 5.1. The Customer acknowledges and accepts that FWJ 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, FWJ 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 FWJ are undertaking.
- 5.2. In the event of a cancellation or reduction in the number of persons attending the event, FWJ may 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. Depending on the circumstances of the Customer's event, the Customer may be charged if the booking is cancelled within 3 days of the event.
- 5.3. In the event of FWJ having to cancel the event, the Customer shall be entitled to a full refund including the deposit and as much notice as possible will be given.

6. ACCESS REQUIREMENTS

- 6.1. FWJ requires access to the location for setting up, food preparation and cooking as much as 6 hours prior to the event.
- 6.2. Fridge space may also be required and continuous access to and from the venue is also required.
- 6.3. FWJ will require a parking or unloading space close to the venue and access to toilet facilities.
- 6.4. The location at which the event will be held must have access to a sink with a hot and cold water supply and access to clean certified drinking water, as well as access to appropriate cooking and preparation facilities.
- 6.5. If FWJ is coming to your home / rented accommodation, the kitchen must be clean and the table in which the dinner party is taking place must be in position and clear.
- 6.6. FWJ is not responsible for emptying the dishwasher upon arrival or cleaning up on arrival.

7. QUALITY ASSURANCE

- 7.1. Under the UK Food Hygiene regulations all cold food should be consumed within **four hours** of delivery. Hot food should be consumed within **two hours**. The Customer accepts that, **if food is left unsupervised with the consent of the Customer, it becomes the Customer's responsibility to consume or otherwise dispose of the food within these time parameters.** The potential consequences of consuming food left unsupervised with the consent of the Customer are not covered under FWJ's Public Liability Insurance.
- 7.2. Where the Customer chooses to supply items of food and/or drink itself for the event, FWJ will comply with this condition to the extent that it prepares and/or serves any such items. However, FWJ reserves the right to dispose of or to refuse to serve any such items that FWJ determines to be unfit for human consumption and/or displays signs of contamination or deterioration.
- 7.3. The Customer accepts that FWJ has sole discretion in determining whether any items supplied by the Customer are unfit for human consumption and/or display signs of contamination or deterioration.
- 7.4. FWJ shall provide 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 shall be in compliance with statutory and regulatory requirements affecting the preparation, cooking, handling and service of food.
- 7.5. As FWJ continually strives to improve the quality of our service we welcome your feedback. From your comments we will be able to improve our service. FWJ values our customer's feedback and will always follow up on comments.

8. LOSS AND/OR DAMAGE OF FWJ PRODUCTS BY THE CUSTOMER

- 8.1. The deposit/original estimate does **not** include the cost of loss and/or damage to FWJ equipment, tableware, cutlery, linen or any other FWJ product caused by the Customer or one of their attendees.
- 8.2. The Customer shall be liable for the cost of any loss and/or damage of FWJ equipment, tableware, cutlery, linen or any other FWJ product if the loss and/or damage was caused by the Customer or one of their attendees.
- 8.3. We reserve the right to charge the Customer after the event for any loss and/or damage to FWJ equipment, tableware, cutlery, linen or any other FWJ product provided that the Customer is notified of such loss and/or damage within 14 days of the event.

9. LOSS AND/OR DAMAGE OF CUSTOMER BELONGINGS

- 9.1. FWJ is not liable for the loss and/or damage of any of the Customer's property or that of the Customer's attendees. The Customer accepts that any such property brought to a FWJ event is done so at the Customer's own risk.

10. ENVIRONMENTALLY AWARE

- 10.1. FWJ are fully aware of the environmental issues that we all need to take responsibility for and wherever possible we want to play a role in helping the environment. Wherever possible we use local suppliers to reduce our carbon footprint and we practice excellent recycling.

11. DATA PROTECTION

- 11.1. All data collected from the Customer with regards to booking details, will not be shared with any third parties and will be protected in accordance with statutory and regulatory GDPR requirements.



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