

TERMS & CONDITIONS

EFFECTIVE 1ST JANUARY 2009

These Terms and Conditions form the basis of any contract between Suzanne James Ltd and the Client

1. CONFIRMATION

Confirmation of a booking must be given in writing and will be taken as **UNDERSTANDING** and **ACCEPTANCE** of our terms, **INCLUDING PAYMENT**

2. PAYMENT

All accounts are due for payment as detailed in your final quote. The deposit is non refundable. Invoices not paid on time do not guarantee our services for your event, equipment or services that have been arranged for you. Payment should be made to SUZANNE JAMES LTD in cash, cheque, bank giro credit or by bank transfer

3. CANCELLATION

In the event of cancellation the deposit will not be refunded. A further charge may be incurred if at the time of cancellation any food, hire equipment, drinks, flowers, staff or services have been ordered from our suppliers and can not be cancelled, these charges will be passed onto the client. We will, however, use our best endeavours to keep this to a minimum.

4. CONSULTATION

Four hours complimentary consultation is included in your quote. This includes time spent on menus, telephone calls, emails and meetings and at a tasting. After this time we reserve the right to charge for this service at a rate of £40.00 per hour. We will advise when we are nearing the end of the complimentary 4 hours

5. MENU

All our food is freshly prepared and only the best ingredients used. We reserve the right to make substitutions due to market fluctuations and availability of seasonal produce. If this affects the price we will advise immediately.

6. FINAL NUMBERS

Final numbers need to be confirmed 5 working days prior to the event. If, at the event guests exceed the actual numbers quoted you will be invoiced for this after the event. It is at our discretion to make a surcharge for waiting staff.

7. EQUIPMENT HIRE

Any equipment required for the event will be hired and re-charged to the client. The client will be invoiced for any hired equipment broken or damaged by guests. This includes any crockery, glassware, linen and electrical equipment. An invoice will be sent after the event.

8. INSURANCE

Whilst we maintain statutory insurance cover, we do not accept any responsibility for any loss, injury, damage or breakage caused by any guests or staff we have arranged.

9. DELIVERY

A delivery charge of £70.00, congestion charge of £8.00 and parking charges will be made on all orders within Central London. The charge for delivering outside of Central London is £95.00 plus 75p per mile on the outward and return. Any parking fines will be passed onto the client.

10. EVENT MANAGER

An event manager is necessary to run all parties. The charge for an event manager is outlined in each and every quote.

11. WAITING STAFF

Waiting staff rates are outlined in each and every quote. When waiting staff work later than the hours quoted additional charges will be made and invoiced after the event.

12. FINAL PAYMENT

Final payment should be made no later than 7 days after the invoice has been sent. Payment after this date will incur interest charges of 5% per day above the Bank of England base rate. If payment is not made within 21 days after the invoice has been sent then we reserve the right to instruct the service of a debt recovery agency. All charges incurred will be payable by the client

13. FORCE MAJEURE

We shall be under no liability for any delay or failure to provide the services as a result of any act or circumstances beyond our reasonable control including but not limited to an Act of God, legislation, war, fire, drought, failure of power supply, lock-out, strike or act of terrorism.

The laws of England and the jurisdiction of English courts will apply to any dispute

I HAVE READ, UNDERSTAND AND ACCEPT THE ABOVE TERMS AND CONDITIONS

SIGNED

PRINT NAME

ON BEHALF OF

INVOICE ADDRESS

CONTACT TEL NUMBER

CONTACT FAX NUMBER

CONTACT EMAIL

TODAYS DATE

DATE OF EVENT

ESTIMATED NUMBER OF GUESTS