



Bookings with KEC - Some important information you need to be made aware of before booking.

Deposit:

A 10% deposit is required at the point of booking.
Until this is received then the booking is not confirmed.
This deposit is non refundable

Final Numbers are required along-side any allergies at least 28 working days before your event.

The final balance is due 28 working days before the event.

If the event is booked and there are less than 28 days then the full amount/ numbers & allergies will be required at the point of booking.

Cancellations:

If the event is cancelled with more than 28 days notice then 100% of the balance will be refunded (excluding the deposit)

If the the event is cancelled with less than 28 days but more than 14 working days then 50 % of the balance paid will be refunded (excluding the deposit)

If the event is cancelled 13 days or less no refund will be given.

Hire Equipment;

If we are arranging hire equipment for your event and it has been included in your price then we will ensure that each course supplied by us will be served using china plates/bowls and stainless-steel cutlery. Any additional items needed will be discussed separately. Any breakages or losses as a result of your party would need to be invoiced to you. This invoice would need to be paid in full no later than 7 working days after being notified.

If you are hiring equipment yourself, then please discuss before ordering so that we can advise on what would be required for each course to enable smooth service and good food presentation.

If we provide Service at your event;

Timings to the table for service need to be adhered to, as we are not working in a commercial kitchen with the commercial kitchen provisions and therefore it is important that we do not over run.

Any breakages/ losses as a result of your party would need to be invoiced to you. This invoice would need to be paid in full no later than 7 working days after being notified
Any breakages / losses as a result of our staff will be invoiced to us.

For health and safety reasons, no member of the party to access the kitchen and or serving area while we are present unless they are invited in by a member of our staffing team.

Pets/Animals;

Any pets /animals present are to be kept out of the kitchen, at all times while we are present

All pets /animals that are present are required to be kept under strict control at all times while we are present & serving

Left over food;

Any food that may be left over and has been paid for by your party will be left for you to use as you see fit. All food will be left in an appropriate place in the kitchen. If you would prefer for us not to leave anything then please advise a member of our team. KEC take no responsibility for any food left.

Allergies;

Please discuss with us in advance if there are any allergies. We have one kitchen for food production, so there is always a risk of cross contamination, although we do take all reasonable steps to ensure this does not happen. We are also happy to speak to individual guests should they have specific questions on the menu.

Please keep a list of who has ordered what in advance. Highlighting any allergies. This can be shared with us beforehand or made available on the day before service.

Gratuities;

If you or any of your party would like to leave a gratuity, then this would be gratefully received. Gratuities are always shared out equally amongst the whole team that have been involved in making your event

If you have any questions at all the please contact us on:

keyeventcatering@gmail.com

Tel: 07761 478 359

* working days exclude Saturday, Sunday and bank holidays

www.keyeventcatering.co.uk