



Term & Conditions

"Ensuring your event is a day to remember"

The Crazy Catering Company Limited has worked hard over the years to cover any points that could cause any confusion or issues for you or us at your event. To protect both parties it is essential that you agree to the following terms & conditions before we accept your payment and booking. **Receipt of your deposit will be acceptance of the following terms & conditions.**

Payment & Deposit

All catering bookings are considered provisional until the receipt of a 50% deposit within 7 days of the date of our invoice, and your date is not guaranteed until the deposit has cleared our bank account. The deposit is non - refundable, and the outstanding balance is to be paid 14 days prior to your event, failure to pay final balance before this date may result in your booking being cancelled.

Late Bookings

Any bookings confirmed 21 days before event date will be liable to pay balance in full before booking confirmation is released.

Site Visit Meeting

Some of our clients have concerns with regards to menus and space required. We are more than happy to meet you for a site visit and discuss menu options and packages available along with sharing our portfolio of suppliers that can help you at your event, before confirming your booking. To cover our fuel cost and time we have small charge of £30.00, which is taken of your final booking cost. We have had to put a small charge in due to the amount of clients using our experience and knowledge and not booking with us and using alternative suppliers. We value our time and want to ensure that we offer you the best service before, during and after your event.

Amendments and Final Numbers by Customers

We will request final catering numbers and menu additions no later than 14 days prior to the function; no changes will be accepted after this, unless prior agreement with management. Any additional charges per head for extra covers attending your event on the day will be invoiced after your event and payable within 7 days.

Hog Roast Oven & Equipment Specifications Access

Our minimum set up requirements for your event are 3m x 3m subject to your event menu, if you have any concerns with regards to set up and service area, you must discuss before booking, so we can arrange a site visit to inspect set up.

Hog Roast Machine Dimensions (Minimum Requirement)

Height - Fully assembled: 90 cm or 130cm

Length - Fully assembled: 182 cm or 200 cm

Width - Fully assembled: 72 cm or 110cm

Please check these specifications to see if the machine will fit at your chosen venue, we cannot maneuver our machine up and down steps or through houses, to avoid any damage or health safety issues for our staff or guests.

It is your responsibility to ensure these are checked before your event, and any concerns discussed prior to booking, so we can organise a site visit if required to avoid any issues on arrival. Failure to do so will result in our chef setting up in the safest position possible at your venue.

Event Set Up Plans

Our operations teams will call no later to 72 hours before your event to finalise your contract and menu details. All information agreed will form a legal binding contract with both parties. We will confirm your menu and dietary requirements i.e. vegetarian, vegan, gluten free or halal along with your agreed and paid numbers, and times you would like to eat and we will serve for, at your event, if we haven't received full payment by this stage we will have the right to cancel your booking, with the loss of your deposit.

Contact Details On The Day

Please ensure we have your full postal address and post code for your event service, along with full invoice address if different. We also request full landline numbers and mobile numbers for the event in case of any issues or emergencies. For weddings we request another contact name and mobile number for the day, which will be the authorized name and contact for set up at your event and agreement of your event contract.

Event Contract Agreement

On arrival at your event, our Chef will run through your agreed menu contract with named booking contact only. In the event of this person not being available, you must agree another name prior to your event, this will avoid any errors or confusion at your event and allow you to sit back and enjoy your day. In the event there has been any confusion, both parties have time to address this, and once agreed our chef will ask you to sign before we set up and start our preparation and service. Failure to check and confirm will result in no further action after your event if any errors or confusion have been made.

Event Feedback / Concerns

As with all our events, we love happy guests and clients, that's why over 40% of our business is from repeat bookings or word of mouth referrals each year. This is because our chef & team liaise with our client (named contact on contract), which ensures you are happy with your event. We appreciate all your feedback especially good which our team love to hear. In the event you have any concerns, you must speak to our chef on duty during your event or no later than before leaving, so we can address any of your concerns at the time. We take no responsibility for any issues or concerns after the event if you have not addressed it formally with our chef before leaving your event.

We do have a formal complaint procedure in place if you do have any serious concerns. We will ask you to fill in a form on the night so we can address these issues at our earliest opportunity. We commit to contacting you no later than 48 hours after your event, and to listen and learn from any feedback as to how it may make my business stronger and better for the future.

Late Running

We understand that events don't all go according to plan, especially weddings.....however; these can cause a major effect to our business costs. We will work with you as much as possible, so if you are going to eat 15 minutes later than agreed, you must confirm and agree with our Chef at your event no later than 1 hour before agreed service time. We have the right to charge an additional minimum of £50.00 per hour pending on event numbers and staff on duty for additional time spent at your venue for late running, to recover the cost of our additional wages and cost to our business.

Loading & Unloading Requirements

It is also essential that our team have clear access to unload and load our heavy equipment along with parking space allocated at your venue which should be as close as possible to the area where food will be served. We also need our client (named on booking contract) to ensure we have clear access to leave your venue and all parked cars are removed before our departure, (this has caused our business many issues over the years). This will assist us in keeping our prices maintained for future events. In the event of difficulty leaving and our staff incurring additional cost, we have the right to charge an additional cost of £50.00 per hour to recover our costs.

If we feel the position we have set up is unsafe or not practical to cater from, we have the right to move and set up where we can offer the best possible service, if a venue refuses our chefs request, you will lose all rights to complain with regards to service or quality at your event, this is to safeguard our reputation and your event going to plan.

Late Bookings & Service

Events requiring our staff to serve food or drinks after 21.30hrs will attract additional charges if not agreed when booking or 14 days before your event with our management. Final details on timings and special instructions can be confirmed with us on final payment invoice 14 days prior to your event.

Catering Requirements

We generally require a 3m x 3m space on average per booking; we will inform you of any additional space required on booking. We also require access to electricity for lighting and spit roast motor, access to fresh water, and clear access for our van or trailer to load and unload our heavy barbeques, ovens, paella stoves along with catering equipment, which must be close to the site where the food is to be cooked and served.

General Liability

We do not accept liability for any failure to provide the service contracted which are due to circumstances beyond our control, including war, riots, civil strife, terrorist activity, industrial action, severe wet or windy weather conditions, fire evacuations or fire, electricity, gas and water failures, if The Crazy Catering Company Limited or named contracted client have concerns with regards to health & safety issues at your event, or before due to severe weather, our management will aim to work with you prior to your event if possible to arrange alternative dates or plans, we cannot guarantee to address these issues if beyond our control on the day.

Cancellation Policy

In the event of cancellation less than 14 days before your event, you will lose your 50% of your deposit paid, for any bookings cancelling 14 days before you may lose your full balance if we cannot fill your booking slot for the same date, any cancellations less than 7 days before the event will lose their full balance.

Public Liability Insurance

The Crazy Hog Catering Company has obtained Full Public Liability insurance. Please feel free to request a copy of our cover and food hygiene certificates along with full risk assessments and HACCP and other documents you may require for your event.

Travel

Travel within a 60 mile return radius of WA3 6QT is FREE. Any distance over that will be charged at 50p per mile, The Crazy Hog Catering Company always aims to beat the traffic through early departure from our premises. If however we should be held up in traffic we can not be held responsible if the service is not delivered on time, but we will liaise with you at every stage possible by phone or text if possible.

Other Issues or Concerns

As a privately owned family limited business, we take our business extremely seriously to protect our company standards and quality along with valuing our team's protection and safety wherever possible. These terms and conditions are regularly reviewed and updated & based on experiences and feedback from clients, which we truly value and appreciate at all times, and which will allow us to grow and develop.

If you do have any concerns or questions at any time, please do email me personally so we can address and amend our terms and conditions if required ian@thecrazyhog.co.uk

The Crazy Hog is owned and managed by The Crazy Catering Company Limited
Company Registration: 05915296 VAT Number: 862582307