

# the Larder

39 High Street  
Wanstead  
London E11 2AA

Vat Registration 937815881  
Company Registration 05988252

## Your Catering Agreement

We're delighted you've chosen the Larder as your caterer and our sole aim is to ensure the event runs as smoothly as possible and meets your expectations in every way. To this end we need to be clear about our services and what you can expect, and whilst the planning process is often informal, this catering agreement is designed to catch any situations that have not been explicitly discussed and will help avoid any misunderstandings.

### **1) The Booking Process**

In the first instance we will send you a catering pack with our menus and prices, after which a first meeting will be arranged. Once requirements have been refined we would arrange a second meeting nearer to the date of catering if required. Third and subsequent meetings will attract an admin charge.

Your catering is booked with the Worlds Larder Limited trading as the Larder. The Larder will communicate and discuss your requirements by email, and the most recent email will always be deemed to be the current requirement, covering any discussions on menu, drinks, order of service etc. Requirements discussed during phone conversations or face to face discussions should not be considered to have been agreed until an email confirms the conversation. All communication should be via [eat@larderlondon.co.uk](mailto:eat@larderlondon.co.uk) or [events@worldslarder.co.uk](mailto:events@worldslarder.co.uk).

No booking is confirmed or guaranteed until this document is signed and returned, and a booking deposit of around one-third of the final estimated cost is received by the Larder. Final payment and final confirmation of menu and numbers is due one calendar month prior to the date of catering.

Final payment will include an additional returnable holding deposit, from which may be deducted:

- Breakages or damage costs
- Additional staff costs incurred due to late exit by guests
- Unsold special bar requests
- Catering for additional guests

Payment can only be accepted via bank transfer, account details as per your invoice. Your holding deposit, less deductions, will be returned within 20 business days from the event date. Where the deposit is insufficient to cover deductions an additional invoice will be presented.

## **2) Pricing**

Prices are for minimum guest numbers as per the catering document you were sent, for lower numbers a supplement will apply. Adding prices of individual elements of service should not be assumed to be the total price – in addition to these there will usually be staffing costs, equipment and furniture rental costs and service charge, though some of these items may be included in certain package prices, which will be made clear. Published or communicated pricing is valid for a set period, as per the catering brochure – events planned for beyond this period will attract a small uplift to pricing for inflation, as detailed in the catering brochure.

As a small company we may not always have had chance to update every version of our brochure (pdf via email, web site version, printed version, versions on 3<sup>rd</sup> party sites), so please accept that the prices in the version we send to you are correct, even if older copies with different prices might be seen elsewhere.

The first quote for the overall event, that is based on a specific number of guests, applies specifically to that number of guests. If guest numbers change by a small amount we would expect to hold our per-head price, but for a drop in guest numbers more than 10% we may increase our per head price.

During subsequent discussions, where there may be many small changes, it is not practical to produce a revised formal invoice at each stage. After any discussion relating to revised requirements, you may be given additional or modified costs or prices. Whether these are fixed amounts, or per-head amounts, it should be assumed that these will attract service charge, and may require additional hire charges, or may require additional furniture or linen to be hired, or additional staffing, and therefore the total invoice once revised will change by more than just the fixed or per-head amount discussed.

All elements of the catering must be for the total number of guests only. We cannot cater any particular element of the service for less than the total guest numbers, nor are we able to plan seating numbers for less than the total number of guests.

All pricing is based on typical consumption of food and drink, the typical splits between drinkers and non-drinkers, the typical numbers of children and the typical number of special dietary requirements. The Larder reserves the right to vary pricing if requirements are outside of these typical ranges.

Bespoke menus require planning, menu-development and testing. Changes to a bespoke menu once agreed will attract a re-planning charge.

Children receive a discount of £20 from our standard package prices. For non-package functions a bespoke discount will be calculated.

A main course meal for DJ, MC, photographers and any other 'crew' can be provided on request, along with a soft drink, for £20 per crew member.

In the event that more guests are present than planned for, we will endeavour to accommodate them but cannot guarantee this nor guarantee there will be sufficient food. We cannot be responsible for an insufficient amount of food for extra guests, but where we are able to provide food a per head charge will be deducted from the holding deposit.

**Menu tastings** – We can arrange tastings of our published options and these attract a nominal charge of £45 for either one or two people, which must be paid in advance. This charge is deductible from the final cost for functions of 100 guests or more. For more than two people the additional charge is £30 per additional person. We can offer tastings of bespoke menus and buffets at a considerably higher charge.

### **3) Cancellation**

We understand that plans can change, however there is a good chance we have 'blocked out' your event date and turned away other enquiries, so once a deposit is received and the booking is confirmed, we will retain the deposit in the event of cancellation.

For later cancellation we will refund:

Up to one month before the event: 40% refund

Up to two weeks before the event: 20% refund

After two weeks before the event: No refund

Note that this refund policy applies to catering services only and any amounts paid for wedding planning services or other non-catering services (such as hire, delivery, special orders or equipment) cannot be refunded once agreed.

We strongly advise cancellation insurance. Note that our cancellation and refund policy is separate from, and may be different to, the venue's own policy.

As we are independent of the venue, any cancellation by the venue, for example due to unforeseen issues with power or facilities, does not affect our own refund policy, and no catering refund would be made beyond that explained above, even if the venue makes a refund of its own hire charges. Cancellation insurance should be checked to ensure it covers this eventuality.

In the event of a change of date or undated postponement the Larder will 'roll over' as much of your payment as possible subject to the refund policy above, but will make appropriate deductions for any costs specifically incurred for the original date. Again note that the venue's own policy may differ.

### **4) Liability**

The Larder accepts no responsibility or liability for any food or drink brought by guests to the event, for example a wedding cake, and by signing this document you accept responsibility for the food safety of these items.

If we do not receive final confirmation or final payment by the dates required we cannot guarantee that your menu choice or your furniture requirements will be available, and alternatives may be necessary and will be determined at our discretion.

As caterer we accept no responsibility for personal possessions or gifts brought in to the venue. Appropriate security should be arranged with the venue.

The Larder's data security policy under GDPR can be viewed on our website [larderlondon.co.uk](http://larderlondon.co.uk)

Force Majeure – cancellation insurance should also cover any event commonly referred to in insurance documents as ‘acts of god’, that are out of the Larder’s control, as the Larder cannot be liable.

## **5) Our Service**

The Larder’s obligations to provide the catering service will be as per the level and detail of service outlined in the function summaries periodically agreed through the booking and planning process and communicated via email.

At the latest one calendar month before the event we require guest numbers and all other aspects of the service to be finalised and agreed, with the names of all guests with special dietary requirements to be confirmed, along with menu choices. We must be made aware of ANY guest with ANY specific allergy, regardless of whether it appears to be relevant for the chosen menu, and whether or not we have made specific special meals for them.

The Larder reserves the right to make decisions at its own discretion if we have not received firm confirmation by one calendar month before the event. This may relate to menu, service order, room layout or any other aspect of the service. Similarly on the day of the event, if a particular aspect of service proves not to be practical and risks being detrimental to the smooth running of your event, the Larder reserves the right to make appropriate changes at its discretion.

Our staff are requested to wear plain black clothing for your event, but there is no specific uniform. If you require staff to be ultra-smart or consistently dressed this can be arranged subject to a clothing charge.

It is often inappropriate for us to try to speak to the host, or the wedding couple, during the event if there are small decisions to be made so we require two contacts to be nominated, and for these people to be introduced to our event manager on the day. These should be people trusted to make appropriate decisions on your behalf. If we are not provided with names, and are not introduced to them, we may need to make small decisions on your behalf.

Any discussions and requests on the day must be made to the Larder’s Event Manager only and not to other staff members. The Event Manager will be introduced at the start of the day.

Note that we will order, at our expense, additional food to provide staff meals, which for convenience will most likely be the same meal as for your event – the staff are not eating your food.

For reasons of health and safety we cannot provide uneaten food as ‘take-away’.

When providing your own drinks under a corkage arrangement, only sparkling and still wines may be brought to the venue, and service of such ends 20 minutes after dessert, or the final course of the main meal, has been served. At this point any unopened bottles will be cleared and stored for later collection.

Corkage arrangements cover a single round of welcome drinks, and/or a single round of drinks with toasts, and/or a half-bottle of wine per guest with their meal. Bottles provided in excess of what is required for this will be stored for later collection or served on request for a fee of £12 per bottle.

Unopened bottles must be collected at the end of the evening. We do not take responsibility for the security or safety of any bottles left on our premises overnight.

Where special requests for bar drinks have been accommodated, for example your favourite scotch, or a specific craft beer, the cost will be added to your invoice, and refunded at the same time as the holding deposit if the drinks were sold. If the drinks were not sold we will retain the payment and offer for you to take ownership of and collect the unsold drinks. Alternatively we may offer you a price at which we will buy the unsold drinks from you, which you can accept or reject.

## **6) *The Venue***

Please be aware of the separate roles and responsibilities of the caterer and the venue.

As your caterer we are responsible for the provision and service of your food and drinks on the day. If agreed, we are also responsible for the hire of furniture and equipment used for that service.

We are not responsible, and not necessarily aware of, arrangements for other parts of the day at the venue, for example meetings or ceremonies arranged and agreed with the venue. We are not responsible for the furniture, or for setting out or clearing away any furniture, used for non-catering aspects of your event.

We are not responsible for venue facilities such as bathroom facilities, nor for any audio-visual or power requirements, or audio-visual or presentation equipment or materials. If the venue does not have staff present during your event then there will be no way to rectify issues in regard to these.

We are not responsible for, and should not be asked to take possession of, gifts, flowers or personal items, such as coats, bags or umbrellas. Appropriate facilities and staffing for cloakroom or storage requirements should be discussed with your event planner or the venue.

As your caterer we do not have storage space or storage facilities at the venue, nor do we have any refrigeration available. Please discuss any requirements for such with the venue.

We do not provide wedding planning or MC services as part of our catering service, though wedding planning services are available separately so please ask if this may be of interest. For music, lighting, decoration etc. please work with your wedding planner or with the venue. For MC services please hire someone appropriate, or appoint a member of your group or have ushers to help guide your guests around the venue, and to notify your guests of the appropriate times to eat, to move to the bar etc. Our catering team cannot be responsible for requesting guests to move between different areas of the venue or to take their seats for the meal service.

**7) Acceptance of this catering agreement**

This agreement relates to catering at ..... on (date) .....

This agreement is between the Larder and .....

e-mail address.....

mobile phone .....

Second booking contact: name .....

e-mail address.....

mobile phone .....

The holding deposit should be returned to sort code .....

a/c number .....

Name on account .....

(please write this EXACTLY as it appears on your statements)

On the day our appointed contacts are 1) name .....

mobile phone .....

And 2) name .....

mobile phone .....

This agreement has been read and is understood, signed .....

Date .....