

rustic

– FOOD –

catering terms and conditions

Thank you for choosing Rustic Food for your Catering. Below are our standard terms and conditions that we would ask you read and confirm on placing your order, we would also ask that you make particular note of our cancellation policy. If you have any questions about this or your order please don't hesitate to get in touch. These are the terms and conditions of service between Rustic Food Ltd and the client:

Making an Order

- Please place your order via email: catering@rusticfood.co
- You can also call us on 01926 885443 between the hours of 8.30am and 4.00pm Monday to Friday to place any urgent orders or amendments to your existing orders, but you will be asked to confirm that via email for us)
- Orders must be placed/amended by 2pm the day before it is required.
- Any orders placed after 2pm will incur a 20% surcharge and are subject to the management's discretion and availability.
- Weekend orders need to be placed by 2pm the Thursday before. Orders received after this time are subject to the management's discretion and availability.
- All orders will be confirmed by one of our team via email.
- **When booking please provide the following information:**
 - Company Name (if applicable)
 - Named contact and phone number
 - Number of people
 - Which menu you would like (A, B, C or Premium) and /or any additional items
 - Any special requirements (e.g. Vegan, gluten free, allergies)
 - Date and time required (Delivery or Collection)
 - Delivery address

Delivery

- Please allow a 30 minute delivery slot for your deliveries
- Our minimum order for delivery is £40, for clients who wish to collect from us the minimum order is £25
- We apply a delivery charge to all orders as follows (distances measured from our shop at 129 Regent Street, Leamington Spa, CV32 4NX):
 - Within 3 miles - £5
 - 4-5 Miles - £7.50
 - 6-10 miles - £10
 - 11-15 miles - £15
 - 16-20 miles - £20

Food and Food Presentation

- Our food is normally beautifully presented in our high quality wooden boxes and baskets – we will either collect these from you after the event or ask that you drop them back to us.
- However for events further afield or where disposable platters are required we can provide those for you.
- On request we supply free paper napkins to go with your order.
- We are also able to supply disposable cutlery and plates on request at an additional charge.
- If you require non-disposable tableware, cutlery, glasses etc we can arrange to hire these for you through our trusted partner. We can also arrange event furniture through them if needed for you as well.
- **The food must be eaten within a maximum of 4 hours or disposed of in order to comply with Food Safety legislation.**

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Allergies

- Some of our menu items contain allergenic foods. We take every care to avoid cross-contamination, but as all our products are made and prepared in the same kitchen there is a risk that traces of these may be in any other dishes or food that we serve. We understand the dangers to customers with severe allergies, so ask that you request more information if you suffer from an allergy.

Payment Terms

- For account customers payment terms are 14 days from date of invoice
- Any queries on invoices must be received in writing within 5 days of receipt
- VAT will be payable on all items that are delivered (Catering orders that are collected by the client do not incur VAT)
- A 50% deposit is required for orders over £500
- The Rustic Food Company requires full pre-payment from new clients without a credit account with us. We will provide an invoice to enable a bank transfer in advance of the delivery or collection.
- **BACS Payments should be made to:**
Rustic Food Ltd
Barclays
Sort Code: 20-57-44
Account Number: 33342557

Please send remittance advice to accounts@rusticfood.co

Cancellations

- Any cancellation made by the client must be notified to the company in writing (catering@rusticfood.co).
- Orders under £500 must be cancelled by 2pm on the day prior to delivery and for weekend orders 12pm on the Friday prior to delivery.
- Orders and events over £500 require cancellation 4 days in advance.
- Cancellations received after these deadlines will still be charged in full.

Complaints

Every care is taken to ensure you are happy with the quality of food and service we provide. However if you are not satisfied with any element of the service provided, we ask that you call us on the same day of your delivery/collection so that we can investigate the matter for you.

If you wish to make a complaint following this we ask that this is made to us in writing (catering@rusticfood.co) within 24 hours of the collection, delivery or event.

Losses or Damages

The Company does not accept responsibility for personal property of the client or guests of the client and is left at the Owners Risk.

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Liability

The Company is not liable for any failure to provide services due to any cause beyond its reasonable control including, without limitation, any of the following: Act of God, Government Act, War, Fire, Flood, Explosion or Civil Commotion. The Company cannot be held responsible for late deliveries out of our control, which include Traffic, Act of God, Government Act, War, Fire, Flood, Explosion or Civil Commotion. We will however keep the customer informed on any estimated late arrival of goods and services.

Other

- 'The Client' – Company/person/organisation that Rustic Food is to provide catering services to
- 'The Company' – Rustic Food
- 'We' – Rustic Food
- 'Deliveries' – Orders delivered to the client's specified address without Waiting Staff delivered to the client
- 'Collections' – Orders collected by the client from our shop
- 'Events' – Orders with Waiting Staff of over £500
- Rustic Food reserves the right to amend or waive any terms and conditions for specific bookings and will notify the client in writing.