

Terms & Conditions

To confirm a booking with Hamilton's Events, this form must be read, signed and returned to:

47 Bourneside Rd,
Addlestone,
Surrey,
KT15 2JB

alternatively, scan all pages and email to:

accounts@hamiltonsevents.com

BOOKINGS

- Tentative Bookings are only held for 7 days from the enquiry date.
- To save and confirm the date a non-refundable payment of £200 plus vat will be required.
- Bookings will only be confirmed with payment of a 15% deposit along with a signed and returned set of terms & conditions.
- Upon a site inspection, if there is limited access to the venue by which a significant amount of time is taken to reach it with equipment, an uplift fee will apply.
- A travel fee will apply for any event further than 25 miles outside of the KT15 postcode.

PRICING & DEPOSITS

- A deposit of 15% of the proposed total menu is required to book a fully catered event.
- No deposits will be refunded less than 8 weeks from the event date.
- If the booking is changed to an alternative available date, prior 8 weeks to the event, the entire deposit is transferable.
- Quotes are given according to prices at the time and are valid for the 7 day tentative period.
- All hire costs are calculated according to the hire company's prices at the time of the quote, and change accordingly. This means, that there may be a variation in hire costs by the time the event date arrives.
- Menu costs are based on current food costs and may vary up to 10% per year. This may alter the final payment amount. Any additional charges incurred by unexpected seasonal price rises, for any menu item that has been chosen, will be at the clients expense.

PAYMENT

- The remaining 85% of the proposed total menu, all hire equipment and staff costs is to be made 14 days prior to the commencement of the event.
- No service will be provided on the day of the event, if the final payment for all costs has not been paid in full, prior to the event date.
- The cost of the entire event will be forwarded to the client 14 days from the event date, after the final numbers are confirmed by you (the client).
- Payments can be made by BACS, VISA, Mastercard or AMEX

GUEST NUMBERS

Planned numbers are to be advised at time of booking confirmation. A guaranteed minimum number of guests attending the event is required by no later than 14 days prior to the event. If there is a reduction in guest numbers which is greater than 20% from planned to guaranteed, 50% of the variation will be charged.

MENU

- The menu is to be confirmed 2 weeks prior to the event date.
- All menus are subject to seasonal availability. Some menu items may be substitutes with an alternative, if seasonal produce is unavailable or, poor quality at/ near the time of the event.
- All dietary requirements are to be handed over when final numbers are confirmed – No later.

DELIVERY FOR OFFICE CATERING

- Delivery is free for orders over £50 and within a 5 mile radius of our kitchen. For orders further than 5 miles charges may apply.
- Deliveries are made between the hours of 07:00 and 16:00, Monday to Friday. You will need to provide a 30 minute window slot for your delivery.
- Orders must be placed by 14:00 for next day delivery.
- Orders that are placed after 16:00 but require next day delivery may incur a rush charge of 10%.
- We endeavour to meet all delivery deadlines however we cannot be held responsible for late deliveries when circumstances are beyond our control. If this situation arises, we will communicate this in a timely and professional manner.

COLLECTION

- Under normal circumstances, the collection is done on the following working day after the date of delivery, unless a same day collection is required.
- There is a minimum charge of £15.00 for same day collections, depending on location.
- Client needs to ensure all plates etc. are ready for collection in a central point. Any losses will be charged for. If a driver needs to return to collect missing items there is a minimum charge of £15.00, depending on location.

LOSS OR DAMAGE

- Any costs and all responsibilities due to the theft or damage to any goods, equipment or the venue are to be fully met by the client.
- Hamilton's Events will not be held responsible for any damages to the hosting venue or private residence that the client, the clients invitees, agents or any other person or business associated with the event has caused. Any damage cost will be at the client's expense, and Hamilton's Events will not be held liable for any damages and costs related to any damages.
- The client is wholly responsible for all equipment hired from the time of delivery until collection. Client should ensure that all such equipment is appropriately insured. Any breakages, loss / damage will be charged to the client at the full replacement cost.

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STAFF

- When staff are calculated as a separate item, they are charged at a session rate (a minimum of 4-hour session weekdays and 6-hour session weekends), any additional hours worked are charged at the current set hourly rate per hour. Additional hours incurred on an event will be charged after the event.
- Travel costs will be chargeable for any staff who work after 23:00, or after the last means of scheduled public transport in the area of the venue.
- For events outside of Central London and M25, staff travel time will be charged at half the hourly rate both to and from the event.

CANCELLATION

- Any cancellation of an event by the client must be notified in writing. Dependent on the length of notice, the following percentages of the proposed total menu costs will be payable by the customer:

Large event (e.g. catering with/without staff)

Cancellation within 7 days - 50%
Cancellation within 3 days - 100%

For regular client orders (e.g. a delivered service)

Cancellation within 24 hours - 50%
Cancellation on same day - 100%

GOVERNING LAW

- The contract which incorporates these terms and conditions shall be governed under English law and the parties submit to the exclusive jurisdiction of the English courts.

COMPLAINTS

- Any complaint shall be made promptly and, in any event, must be received at the company's office in writing addressed to the Managing Director, not more than 5 days from the date of the event concerned. We cannot accept complaints after this time.

LAWS AND LIABILITY

- If Hamilton's Events has reason to believe that an event will affect its reputation, security or employees well being it reserves the right to cancel without liability. At no time will Hamilton's Events and its staff commit any act that is illegal or offensive, nor can any such act breach any bylaws, orders, regulations, statutes, or other provisions having the force of the law including but not limited to Hamilton's Events liquor licence obligations

FORCE MAJEURE

- If due to war, strikes, industrial action short of a strike, lockouts, accidents, fires, blockades, import or export embargos, ice, obstructions, natural catastrophes, government interventions, national or local disasters, terrorism or other such events beyond Hamilton's Events' control, Hamilton's Events is unable to perform its obligations and will be under no liability to the client for any loss or damage which may be incurred by the client.

ACCEPTANCE:

I have read, fully understood and accept the written conditions above, and hereby confirm the booking in accordance with the quote provided to me/us by Hamilton's Events.

Signed

Date

Name

Name of Company

Event Date