



DANE'S CATERING SERVICE AGREEMENT

The purpose of this Service Agreement is to ensure that we have agreed upon the type of service required for the event and to get a clear understanding of how to meet the expectations of the customer. It is also important that we communicate our expectations to mitigate any misunderstandings.

CLIENT INFORMATION

Name:	
Address:	
Telephone number:	Mobile phone:
E-mail:	Secondary number:

VENUE DETAILS

Venue:

Address:

Venues point of contact:

Kitchen access including the below:

Water, hobs, microwave, sink, waste etc

Telephone No:

Compliance documents needed/sent:

EVENT DETAILS

Date of function:

Type of function:

Time of function:

Serving time of each course (canapés, mains & desserts):

Number of guests:

Type of service:

Are servers required:

Are disposable plates and cutlery required:

Will the customer hire crockery and cutlery from Danes or the venue:

Regarding buffet service - please ensure that there is a serving table(s) available for Danes catering team:

Any dietary requirements or allergies (please provide details):

AGREED SERVICE REQUIREMENTS

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ADDITIONAL INFORMATION

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PAYMENT DETAILS AND AGREEMENT

Method of payment: BACS Please email us to confirm payment details as they may have changed. Note: Please confirm if the final payment has been made or what date we should expect it.
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Client Signature:

Date:

Dane's Catering Adviser: S.Johnson

Date:

TERMS AND CONDITIONS

Covid 19

Due to the ambiguity caused by Covid -19 please note the following;

All deposits are non-refundable however, the deposit could be used as a credit in the future for example, if a customer were to pay a deposit of £75 and no longer required our services or had to cancel due to an unforeseen event the customer would be entitled to £75 worth of food (N.B the £75/150 worth of food entitlement must be claimed within the 12 months). Also, If the country was forced to go into lockdown the deposit could be used to secure another date in the future (N.B. if there is availability). If the customer was to pay the entire balance and the country was to go into lockdown we would only retain the deposit and the rest will be refunded.

By using Dane's Caribbean Catering services, you agree to abide by the terms and conditions set out below.

Payments

- 1. The remaining balance is to be paid 7 days before (for general bookings) and 4 weeks for weddings. We reserve the right to cancel any upcoming bookings if payment is not received promptly.**

1.2 Unless a deposit is paid we cannot secure the date for your event unless stated otherwise.

2. A non-returnable deposit (of £300 if the invoice quote is over £1,000, £200 for bookings under £1,000) N.B we do not offer full or partial refunds

3. Cancellations made 7 days before the event are subject to a 50% fee.

3. Bookings over £1,000 require the final balance to be paid 4 weeks before the event and for bookings under £1,000 the final balance is due 7 days before the event; unless an arrangement has been made. Weddings on the other hand require a deposit of £300. Payments for weddings are taken in installments. The 1st installment is 20% of the final balance at the 5-month mark. The final balance is due 4 weeks before the event. For example if catering for the wedding costs (£4,500 including VAT, wedding date August 2027) a £300 deposit is required to secure the date. The next payment of £900 is due in March 2027 5 months before the wedding and the remaining balance of £3,330 is due 4 weeks before the wedding.

4. Bookings under £1,000 require a deposit of £200 and any orders over £1,000 require a deposit of £300

5. Full payment is required as per the terms agreed upon booking. Payments can be made by bank transfer to the bank details on the invoice

6. Please notify us by phone or email before sending payment as the date might already be booked (please attach a screenshot of the confirmed payments)

7. If the number of guests attending exceeds the number on the original booking, and we can cater for them, we will charge, at the prevailing rate, for the greater number. If the number of guests is less than originally booked, we will still charge for the numbers ordered. The final number of guests must be notified to us in writing no later than 14 days before the event. After this time if the numbers increase by, or up to 10 this can normally be accommodated, but this is not guaranteed and allowances cannot be made if the numbers drop.

8. For a function at an external venue travel charges may apply. The Company's supply of catering services outside of a 5-mile radius ("External")

Hiring

As standard we do not provide crockery and cutlery free of charge this comes at a cost please let us know beforehand. Disposables are provided by the company.

9. Depending on the service requested, we may require a retained deposit of the stated amount below which covers damage or loss of any hired equipment. Hire equipment includes; • Popcorn machine £100 • Chocolate fountain £45 • Chafing dishes £50 • This deposit will be refunded once the items are back in our possession and we are happy that they are not damaged beyond reasonable wear and tear.

10. We do not insure against theft of the goods or other such mishaps once the item(s) are in your possession. It is your responsibility to take care of the goods on hire. If the item(s) become lost or stolen whilst on hire or are damaged beyond reasonable wear and tear, the full deposit or a percentage of the deposit will be

forfeited depending on the loss. If a deposit has not been taken the agreed charges apply and will be required on the day of collection of hired items.

11. The hired goods remain the property of Dane's catering services and if they are not returned during the specified period, the above will retain the security deposit even if the goods are subsequently returned at a later date. All sweet jars are provided on a hire basis only and should be returned with sweets/ popcorn consumed. The sweets are paid for with hire and belong to the client. The retained deposit will not be refunded.

11.2 Please return the hired goods to Dane's Catering Services Ltd address either the following day or the next working day. Refunds may take up to 7 days

11.3 We do not remove or handle hired charger plates from third suppliers

11.4 We provide disposable plates and cutlery as standard. If you require stainless cutlery and porcelain plates there will be a cost. Ask for a quote before ordering

Venues

12. We cannot accept responsibility or liability for inability to gain access to venues, which results in insufficient setting up. Every effort will be made to

coordinate with staff at venues to ensure that this does not happen and that Dane's Catering Services supplies the correct number of staff.

12.1 Please note that we require access to a kitchen (table service especially) we cannot provide for this type of service without a kitchen on the premises

12.2 Please ensure that you disclose whether or not the venue has Kitchen Access as this is chargeable. N.B this only applies to bookings that require staff.

12.3 The client is responsible to check with venues, terms & conditions before booking our services. If they require the following documents/requirements: food safety certificate, health and safety policies/risk assessments, electric chafing dishes only, parking restrictions, food hygiene rating and/or Public Liability insurance required. If there are several health and safety concerns the customer must find out about those before booking. This may result in loss of deposit already paid.

12.4 Please check whether your venue expects outside catering companies before booking as this may result in loss of deposit already paid.

12.5 Please ensure that there are serving tables available for us (preferably one long 6 ft 2, or two)

Guest numbers

13. Please be advised that although we endeavour to cater for your nominal guests, this does not guarantee one of each item choice per guest.

Bookings

14. Gratuities are at your discretion.

15. We cannot accept last minute changes (10 days or less). This may includes: type of service, date and time.

16. A corkage fee will be chargeable to set up a drinks table & to place drinks on the table. This service must be agreed beforehand refusal may cause offence.

17. Table service plans and guest food choices must be sent no later than 10 days before the event. Last minute changes could affect the smooth running & planning of your event. We will not accept any mishaps on the day due to last minute changes. The food choices must be placed in a spreadsheet with table number, menu choices and guest names e.g Billy Johnson Table 4: starter - Bruschetta. Mains Curry mutton with rice and peas and salad. Dessert: Rum cake with vanilla ice-cream. Failure to do so will impact the service

18. We do not take responsibility for table decorations or cutlery hired from a third party. However we do expect a buffet table(S) and tablecloths to be provided by the venue/customer

19. Family table or serving top table is chargeable please do not ask on the day of event refusal may cause offence.

20. Please allocate someone to move the cake/stand if required. This will need to be covered on our risk assessment before the event date. We do not take any responsibility if there are any damages caused.

20.1 Please let us know in advance if you require us to cut the cake as this cost starts from £50.

20.1 Please note that serving staff are there to serve and provide catering services only. Stacking chairs etc will not be accommodated

21. Due to Food Safety reasons once food is warmed it cannot be left out any longer than 4 hours this includes set up & serving time

21.1 Please us know if you require us to pour welcome drinks/any drinks before had as this cost/time will have to be factored into the cost

Communication

22. Please communicate in a timely manner with the Booking staff to ensure details are not missed

23. We reserve the right to update these terms and conditions when required

24. Any complaints will be dealt with in a professional manner. Please submit any complaints via email and include as much information as possible

25. N.B regarding communication, although we believe that all manner of communication methods are important we do not expect customers to

WhatsApp/text/DM changes to their booking in this way as information may be missed. Please communicate any changes via email (info@danescatering.co.uk) or by calling us (0121 206 2780). Please allow 24 hours for a response.

25.1 We don't expect our staff to tolerate abusive, offensive or threatening behaviour that makes it difficult for us to do our jobs. Please understand that we are dealing with multiple bookings and cannot always respond within 24 hours but we do our best. We do not tolerate deliberate bullying from customers for an update on information that is located on the invoice and on the website. We understand that bookings can be stressful for some customers but we are doing our best to ensure that your booking is a success. Please schedule a call.

Food allergies and intolerances

26. We follow good hygiene practices in our kitchen however, whilst a dish may not identify specific allergen as an actual ingredient, due to the wide range of ingredients used in our kitchen, foods may be at risk of cross contamination by other ingredients. We cannot guarantee allergen free food. Please ask a member of staff for further information. All meat is Halal.

27. Service Timings

“Serving time” refers to the agreed time at which food will be ready for guests. Our arrival and set-up may take place earlier. Delays under 45 minutes caused by circumstances beyond our control (traffic, venue access issues, etc.) will not be grounds for a refund.

28. Leftover Food

For health and safety reasons, all leftover food remains the property of Dane's Catering and will be disposed of in accordance with food hygiene regulations. Guests may have additional servings during the event, but food will not be packaged or taken away after service. If the guests choose to do so, they do so at their own risk

29. Allergies & Special Dietary Requirements

We cannot guarantee allergen-free food. It is the client's responsibility to provide full allergy and dietary requirement information at least 14 days before the event. We cannot cater for unnotified allergies on the day, and no refunds will be given for meals refused for this reason.

30. Complaints & Refunds

Refunds or discounts will only be considered where there is clear evidence of a significant service failure that materially impacts the event. Minor delays, guest preference, or circumstances outside our control will not qualify for compensation.

31. Guest Conduct

The client is responsible for the behaviour of guests during service. Aggressive or disruptive behaviour towards catering staff will not be tolerated and may result in immediate withdrawal of service without refund.

32. Communication of the Serving Times

This refers to when the customer expects the food to be served. For example: Canapes/Starters to be served at 1 pm, mains at 3 pm and desserts at 4.30 pm. Please ensure that these times are clearly stated.

33. Photographic Evidence

In the event of a complaint, Dane's Catering reserves the right to rely on photographs or videos taken by staff during the event to verify service quality and timing.

34. Food Quantity

We cater based on agreed guest numbers and menu choices. While we aim to ensure all guests are served, this does not guarantee unlimited servings for every guest once the agreed quantities have been served.

35. Third-Party Interference

We are not liable for delays or service disruptions caused by other suppliers, venue staff, or unauthorised persons handling our equipment or food.

36. Final Agreement Priority

Where there is a conflict between verbal discussions and the signed service agreement, the signed agreement will take precedence.

We truly appreciate your business and will do our best to ensure that your event is a success!