

Spier's Salads – Event Terms and Conditions

1. Definitions

- 1.1 'Spier's Salads' refers to Spier's Salads Ltd., a company registered in the UK.
- 1.2 'The Client' refers to the person, firm, or company making the booking with Spier's Salads.
- 1.3 'The Quote' is Spier's Salads' quotation for the total cost of goods and/or services provided for the Client, based on approximated guest numbers.
- 1.4 'The Booking' refers to the event or function outlined in the Quote provided to the Client, excluding F&B deliveries.
- 1.5 'F&B' refers solely to food and beverage items and does not encompass service equipment.
- 1.6 'Terms and Conditions' refers to these standard terms and conditions, along with any special terms agreed upon between Spier's Salads and the Client in writing.

2. Quotes

- 2.1 Any changes to the Booking, such as changes in guest numbers, menu items, or additional services, must be confirmed in writing by the Client. An amended Quote will then be provided.

3. Guest Numbers & Dietary Requirements

- 3.1 The prices provided are based on the number of guests specified in the Quote. Any changes to guest numbers or dietary requirements may affect the total cost, and the Quote will be revised accordingly.
- 3.2 Final guest numbers and dietary requirements must be confirmed at least 14 days prior to the event date.

This does not apply to general deliveries, where cancellations can be made up to 48 hours in advance at no additional charge. Subject to kitchen availability, guests may also submit dietary requirements up to 24 hours prior to the event; however, alternatives are not guaranteed at such short notice.

- 3.3 Should the number of guests attending exceed the confirmed number, the Client may be charged for each additional guest, depending on venue guidelines and restrictions.
- 3.4 Any decrease in guest numbers after the booking has been confirmed and payment has been made will not be refunded (please see 8.0).

4. Confirmation

- 4.1 All Bookings are considered provisional until confirmed by the Client in writing.
- 4.2 A deposit of 25% of the total estimated cost is required to confirm the Booking (please see 8.0).
- 4.3 New clients must pay the full amount to confirm the Booking if the event is within 14 days.
- 4.4 Spier's Salads reserves the right to cancel the Booking if the deposit or final payment is not received by the agreed due dates.

5. Food

- 5.1 Minimum order requirements apply for specific menus (e.g., 50 covers for a 3-Course Meal and 25 guests for a Hot Buffet Station).
- 5.2 Kindly review our menus carefully, as each menu may differ in terms of requirements for hot food, which may necessitate access to kitchen facilities. If it becomes necessary for us to bring our own equipment and chef to prepare or serve hot food on-site, additional charges will apply.
- 5.3 Bespoke Menus can be created – POA.

5.4 Dietary requirements, including allergies, must be disclosed to Spier's Salads prior to the event. Failure to do so will exempt Spier's Salads from any liability.

5.5 An Allergens Card and/or Allergen Stickers will be provided for all our F&B services, and the Client is responsible for checking it prior to consumption.

6. Food Safety

6.1 Spier's Salads cannot be held responsible for the safety of any F&B items supplied by the Client or external parties involved in the Booking, even if served by Spier's staff.

6.2 Food delivered by Spier's Salads should be consumed within two hours of delivery if held at room temperature.

6.3 We cannot take responsibility for food that has been left out of refrigeration for over four hours.

7. Equipment

7.1 Standard service equipment, such as crockery, cutlery, and linen, is included with select menus only. Any requests for alternative styles of equipment or upgrades, such as China, will be subject to additional charges.

7.2 Breakages or damage to hired equipment will be invoiced to the Client following the event.

7.3 Spier's Salads is not liable for any loss or damage to equipment once it has been handed over to the Client or the venue, unless damaged by the Spier's staff onsite.

8. Payments

8.1 A non-refundable deposit of 25% of the total amount (including VAT) is due at the time of booking confirmation.

8.2 Final payment must be made at least 14 days prior to the event date.

8.3 If a booking is confirmed within 14 days of the event, full payment is due at the time of confirmation.

8.4 Failure to pay by the designated due date will result in the cancellation of the booking, and the Client will be liable for the full cost.

9. Cancellations

9.1 Cancellations must be made at least 14 days before the event to avoid full payment being due.

9.2 Deposits are non-refundable.

9.3 Any reductions in guest numbers after payment is made will not result in a partial or full refund.

10. Property

10.1 Spier's Salads is not responsible for the loss, theft, or damage to the Client's or guests' property during the event, unless caused by our negligence.

10.2 The Client is responsible for any damage to Spier's Salads' property or hired equipment during the event, unless handled by the Spier's staff onsite.

11. Liability

11.1 Spier's Salads is not liable for any indirect or consequential loss caused by failure to perform obligations under these Terms and Conditions.

11.2 Nothing in these Terms and Conditions limits our liability for death or personal injury caused by our negligence.

12. Data Protection

12.1 Spier's Salads will handle all Client data in accordance with UK data and GDPR protection laws.

12.2 Please see Spier's Salads Privacy Policy [here](#).

13. Marketing

13.1 Spier's Salads may take photos of the Booking for social media uses or marketing materials unless the Client opts out in writing prior to the event.

13.2 Specific Client names will never be used unless approved by the Client in writing.

14. Service Staff

14.1 Service staff will not be expected to move heavy furniture or equipment onsite that do not belong to Spier's Salads. Porters can be hired for this purpose.

14.2 Service staff are responsible to the Head of Service onsite or the Office Manager during the event, and any service issues must be raised with them directly – 0203 856 0404.

14.3 Any overtime required by service staff will be subject to additional charges, including taxi fares if the event extends beyond 23.30 PM. However, if the event was originally scheduled to conclude in the early hours of the morning, these additional charges will not apply.

15. Complaints

15.1 Any complaints regarding our service must be brought to the Event Manager's attention during the event or within 24 hours of the event. Written complaints must be submitted within 48 hours.

15.2 Complaints submitted beyond this timeframe will not be considered for a partial or full refund.

16. Alcohol & Beverages

16.1 Spier's Salads has a flexible policy for alcohol and beverages – if 25% of the total alcohol ordered remains unopened, it can be refunded to the client at the full cost.

16.2 If alcohol is to be served at the event, the venue must have an Alcohol License. If the venue does not have one, Spier's Salads can provide coverage as we hold a valid license; however, no additional alcohol may be sold beyond the pre-agreed amount.

16.3 The Head of Service onsite reserves the right to refuse alcohol service to any guest at their discretion.

17. Delivery Charges

17.1 Delivery and collection charges do not apply unless the Booking is held beyond a 10-mile radius from our kitchens, located by Tower Bridge – POA.

18. Tastings

18.1 A tasting of our offerings may be arranged, depending on the menu and number of guests.

18.2 Tasting charges may apply and will be determined on a case-by-case basis – POA.

19. Health & Safety

19.1 A risk assessment will be provided for the venue prior to the event, outlining how potential risks will be managed. For more information regarding our Health and Safety Procedures, please contact us at hello@spierssalads.com.