

G GALLOPING GOURMET

TERMS AND CONDITIONS

"We", "Our", "GG", "Galloping Gourmet" and "Us" refer to The Galloping Gourmet (Coulsdon) Limited
"You" and "Your" refer to clients of Galloping Gourmet or of the venues at which we operate.

Galloping Gourmet will undertake to provide the agreed services subject to the following terms and conditions:

1. A non-refundable deposit of £1,000+VAT must be paid at the time of booking.
2. Should you cancel our services, for whatever reason, the following scale of charges will apply based on the time that GG receives your written confirmation of cancellation:

Nine months or more before event:	Deposit only
Between 9 - 6 months before event:	33% of projected final invoice, minimum £1,500
Between 6 - 3 months before event:	75% of projected final invoice, minimum £3,375
Less than 3 months before event:	Entire projected invoice, minimum £4,500

'Projected' shall refer to the likely menu and numbers as first discussed between the parties at any point between the initial booking and the cancellation.

3. Confirmation of final numbers, menus, timings, special dietary requirements and all other details is required at least one month before the function, unless a different time-scale is mutually agreed. Your final invoice will be based upon these details. We cannot guarantee to accept any changes thereafter and no changes will result in a reduction of your final invoice.
4. The full, remaining balance must be received and cleared by our bank not less than four weeks before the function as per our terms of payment and confirmed on your final invoice.
5. All prices, minimum numbers and exclusions are as per the details published on relevant web site and menus at the time of booking (i.e. the date that the catering deposit is received as cleared funds by Galloping Gourmet). We make a minimum catering charge equivalent to 50 adults at the standard package menu price prevailing at the date of your event.
6. If you choose not to have any catering services at your event, a minimum event management charge of £1,500+VAT will apply in addition to any venue hire fee, payable to Galloping Gourmet.
7. Package prices prevailing at the date of booking will be held until the date of your wedding. If you change the date of your event, it will be treated as a new booking and various prices may have changed.
8. Galloping Gourmet is not responsible for any delays or changes resulting from unforeseeable circumstances or any failure of a third party.
9. We will endeavour to cater for any special dietary requirements listed in your confirmation of final details. However, we cannot absolutely guarantee the absence of certain food groups (including nuts and gluten) from our food or kitchens.
10. We cannot absolutely guarantee the timings for your event or food service.
11. Although we will endeavour to keep safe any lost property, we cannot be held responsible for the loss, damage or theft of any personal items, including any wedding presents or table favours you may ask us to handle.
12. If you have chosen any items that might cause damage or staining such as red wine or dark sauces, we cannot be held responsible for any damage to property or clothing caused by spillages or such accidents. Our waiting staff will endeavour to take due care, but such accidents in a busy venue are unpredictable.
13. We reserve the right to change without notice any aspect of the meal and service in the event of circumstances arising beyond our control.
14. We can only serve alcohol to 16 and 17 year olds provided that it is beer, wine or cider, they are accompanied by someone aged 18 and over and it is consumed at a table meal. Children younger than 16 years old cannot be served any alcohol and we are not allowed to supply adults purchasing alcohol for under 18 year olds. We cannot sell or supply alcohol to under 18 year olds from a licensed bar. Any member of our staff has the right to refuse alcohol to any client or their guests that appear intoxicated or underage, or if we have reason to believe that they are delivering alcohol to an under 18 year old. We reserve the right to require any clients or guests that are drunk or disorderly to leave the premises.
15. We are not responsible for the provision any services at the venue other than catering and bar services. You must separately contract with all other service providers you may deem necessary on your own terms including, but not limited to, on-site security, emergency services such as St. John Ambulance, caretaking, child supervision and cleaning during the course of your event. Whilst we will endeavour to clean up any spillages and breakages directly related to the provision of our catering and bar services, we cannot take responsibility for such incidents or accidents not directly related to the catering or bar, or for any accidents related to other parts of your event or to activities run by other contractors organised by you such as music, dancing or other entertainment.
16. If at any stage during your event you are in any way concerned about any aspect of our service, please bring it to the immediate attention of the front of house staff in order for us to attempt to resolve the matter. We are largely unable to resolve any such problems after the event.
17. We use various food images for our marketing, literature, websites and events. Whilst we endeavour to ensure that these are a true representation of food prepared by our chefs, actual presentation and content may vary.
18. Whilst we endeavour to invite all clients to a tasting event, we cannot guarantee that we will be able to offer a tasting to all clients, particularly for bookings made with less than 12 months' notice. If clients are unable to attend our tasting events taking place on particular dates, we cannot guarantee that we will be able to provide a tasting on a different date.
19. As we are unable to guarantee appropriate temperature controls and/or product handling we, are unable to provide any leftover food for you or any guests to take away from the venue after service has been completed.
20. Whilst we provide waiting, bar and front of house staff, we are unable to supervise the welfare and safety of your guests or contractors, including any children, and you must carry out your own risk assessment as you deem necessary and make your own supervision arrangements, especially where there are water features or other potential hazards present.

If you require clarification of any aspect of our service or terms and conditions, please do not hesitate to contact us on +44 (0)20 89162146. Galloping Gourmet is a company registered in England and Wales under company no: 05134595. Galloping Gourmet (Coulsdon) Limited, Curzon House, 2nd Floor, 24 High Street, Banstead, Surrey SM7 2LJ.