



Terms & Conditions

The following outlines our standard terms and conditions for customers placing orders for catering deliveries.

Ordering

We ask that you give at least 24 hours notice when placing orders, however we may be able to accommodate last minute orders. Please ensure you telephone 07554 918116 for any orders that are required for the same day as last minute orders that are emailed through cannot be guaranteed.

Cancellation/Changes to orders

Cancellation and reduction to numbers must be given by 12pm the day prior to your delivery date. Any changes to your requirements and increase in numbers can be given up to 5pm on the day prior to your delivery date. If specialist ingredients are required or have already been sourced for your buffet we may be unable to make late alterations and/or original quoted charges may still apply.

Cancellations made after 12pm the day prior may incur a charge at our discretion.

Delivery

We aim to deliver your buffet at the requested time or up to 45 minutes prior, depending on other business commitments. Should we be unable to meet your requested time we will discuss this with you beforehand and make alternative arrangements. We cannot be held responsible for delays due to reasons outside of our control such as fire/flood/vehicle breakdown/traffic delays/act of god, however we will always keep you informed of delays and our estimated arrival times should they occur.

Buffets

We take every care to ensure food is delivered at a temperature below 8°C through use of thermal delivery containers and by keeping delivery times short. We recommend that your buffet is consumed within 2 hours of delivery. If it is not consumed within this time, then it should be returned to a refrigerator with a temperature below 8°C or disposed of (and this cannot be done more than once - as per the Food Standards Agency guidelines). Should you not follow these guidelines, it could be dangerous for those consuming the food and increase risks of food poisoning. We cannot be held responsible for any deterioration in quality of food if you do not follow the guidelines.

Allergen Information

Full allergen information for all menu items is available on request. We take every care to ensure cross-contamination does not occur by following the Food Standards Agency guidelines. For mixed trays on our standard buffets you should expect to find the following allergens included: cereals containing gluten/milk/egg/mustard/sesame and potentially any of the 14 recognised allergen groups (eggs/fish/lupin/milk/mustard/peanuts/sesame/soya/tree nuts/cereals containing gluten/celery/sulphur dioxide/crustaceans and molluscs). We recommend you inform your guests and we will include labelling

regarding allergens wherever appropriate. We advise you to discuss any dietary requirements with your guests prior to arrival and if you can inform us with at least 24 hours notice, we are happy to accommodate any requirements and will serve these on clearly labelled separate trays. If you have any concerns regarding allergens please contact us and we will be able to answer any questions you have.

Payment

If credit facilities have been arranged then payment should be made within 30 days of the date of invoice. If no credit has been arranged we ask for full payment by bank transfer at least 24 hours prior to delivery. Credit is allowed to a value of £2000 (unless other amount has been agreed), once your limit has been reached we ask you pay the oldest invoices immediately. If payment terms are not met we reserve the right to withhold delivery.

The above is not exhaustive and we reserve the right to make reasonable changes to our terms for events which are out of your usual business requirements.

Please sign and date below to show you have read and understand the terms as described here and return to orders@caterersheffield.co.uk or post to The Sheffield Caterer, 14 Delves Road, Sheffield, S12 4AH. Alternatively please hand back to me at your next delivery.

Signed.....on behalf of (company name)

Date.....