



Terms and Conditions

Pricing/Quotes

All quotes are based on current pricing advertised on menus, and are valid for a 12 month period. Should a client wish to confirm a booking following a 12 month period from the date of the initial quote, this may then be subject to a change in pricing.

Pricing of our menus and services are reviewed by The Golden Whisk generally on an annual basis and The Golden Whisk reserve the right to change/update menu pricing as and when they see fit.

Booking Your Date with The Golden Whisk

All event bookings must be confirmed in writing by the Client.

Once the client confirms acceptance of an estimate, this becomes a contractual agreement and this is the point where our Terms and Conditions come into full effect. All Terms and Conditions must be read and understood by the client as this is the basis of the contractual agreement with The Golden Whisk upon confirmation of booking.

A 10% booking deposit is required to secure The Golden Whisk for the date of your event (this deposit is non-refundable should your event be cancelled, see below)

All bookings are subject to minimum guest numbers, these will be confirmed in writing by The Golden Whisk to the Client.

Booking Deposit

A 10% booking deposit figure will be provided to the Client in writing by The Golden Whisk once your booking confirmation is received. This deposit will be deducted from the total event costs which will be issued to the Client no later than 2 weeks prior to the event (please see our Payment terms below).

Payments

All final details will start to be collated approximately 4 weeks prior to the event date, and these must be confirmed no later than 2 weeks prior to the event date, which is the point when the final balance for catering services is due in full. A final invoice will be issued upon

confirmation of all final details and the balance due in full no later than 2 weeks prior to the event date.

The client is responsible for all final details and the settlement of the account, with any queries regarding the invoice being raised immediately. Payment is to be made via BACS.

After final numbers have been provided to The Golden Whisk we are happy to accept any increases in requirements however no reduction will be possible. Please note, no refunds will be given for any decrease in numbers once final details have been agreed and the final invoice issued.

Cancellation Charges

In the unfortunate event of a booking having to be cancelled confirmation in writing will be needed by the Client. Your deposit will be retained and the following charges will be incurred.

Cancellation received with less than two months notice prior to the event – 50% of the total event cost

Cancellation received less than one month prior to the event – 100% of the total event cost

The total event cost will be based on the number of confirmed guests attending at the agreed price per head. Should guest numbers be unconfirmed at the time of cancellation the total event cost will be based the originally quoted/estimated guests numbers.

Any additional costs incurred by The Golden Whisk in preparation of the event up until the time of cancellation will be charged to the Client. This is to cover any losses caused to The Golden Whisk for administration costs, travel, supplies etc. and will be discussed fully in event of cancellation.

The Golden Whisk strongly recommends clients purchase wedding insurance independently where applicable upon booking for their own peace of mind.

Menus, Range and Availability

All goods and ingredients are offered subject to availability. If an item becomes unavailable or it is of insufficient quality for a client's function, The Golden Whisk reserves the right to make a substitution. Wherever possible the client will be notified of any changes in advance.

Children under the age of 3 will not be charged for (subject to the menu being a sharing platter/buffet option only), and children aged between 3 and 9 will be charged at a proportion of the adult's cost for a half sized adult meal or a set children's menu. All other guests will be charged at full adult price.

All dietary requirements will be accommodated, and it is the client's responsibility to outline the details of the requirements, including a full table plan showing where those people will be seated. We will then adapt the menu choices to suit the requirement, or provide an alternative dish if necessary. We cannot take responsibility for any guests unless advised in advance (no less than 2 weeks prior to the event).

All menus are priced per person, and based on a single choice menu. Should a choice menu be required of a 3, 3 and 3 menu, there will be an additional supplement of £5.00 per person (adults only). As above, children's menus are based on single choice only (with dietaries being accommodated).

Menu Tastings

The Golden Whisk offer menu tastings for wedding functions where the total invoice for food is £1500 or more, these can take place prior to a deposit being paid for a charge of £70, based on 2 attendees, should the client then go on to confirm their booking this £70 will be deducted from the deposit.

Additional guests are welcome to attend the menu tasting at a non refundable cost of £35 per head.

Tastings for other functions, not a wedding, may be able to take place if there is availability and will be charged at a non refundable rate of £35 per head.

The Golden Whisk will accommodate menu tastings during weekdays only (after 7pm ideally but some daytimes may be possible) but it may not always be possible to accommodate requests between the months of May and September due to this being our peak wedding season.

Additional Catering

Meals for entertainers, photographers, videographers, bands and musicians, child minders and any other supplier at events etc. must be pre-ordered and will be charged for. The Golden Whisk accepts no responsibility for any other staff/contractors booked by the client who require food when it has not been booked and paid for, in advance.

Clients Food and Drinks

We accept no liability for any food supplied to the Client by another caterer (or food products suppliers by the Client themselves) in addition to those arranged by The Golden Whisk.

The Golden Whisk will happily serve a Clients arrival drinks, table wines etc. during their event subject to waitress fees, please ask for further details.

Access/Set Up

The Golden Whisk will require reasonable access to the area of the event in order to deliver, set up and collect our equipment. This will include the use of lifts to upper and lower floors, the use of loading bays and vehicular access. If additional labour is required (e.g. access across lawns to marquees during wet weather), we reserve the right to make a charge for this.

The Golden Whisk also requests full details regarding a set up schedule (for example dates/times of marquee erection, table/chair installation) and reserve the right to make an additional charge of £150 should our team have to return to site for our set up due to other equipment not being in place at the advised time, causing us delays/return journeys/extra time on site.

The Golden Whisk requires a catering tent to be provided for all marquee/outdoor events (we do not hire out or provide catering tents) which should be a minimum size of 6m by 3m, with tressle tables for the kitchen team.

Access to running water is required along with access to power, a minimum of 4 x 13 amp plug sockets for the kitchen team.

Clear lighting within the catering tent and outside of the catering tent for loading is also required.

Any access issues for events are to be advised to The Golden Whisk in advance of the event.

Set up details will be confirmed in advance with the client and set up will either be on the day of the event, or in advance if agreed.

Client's use of The Golden Whisk's Property and Clients Personal Property or Gifts

The Client agrees to pay for any loss or damage to any equipment, crockery, cutlery or glassware supplied by The Golden Whisk for the event, including any issues caused by the Client guests.

The use of candles by the Client for centre pieces or decoration where The Golden Whisk have supplied table linen is strictly prohibited.

Any damaged linen because of the use of felt tip pens will result in an additional charge payable by the Client after the event

The Golden Whisk will not be held responsible for the theft, lost or damage to any personal effects of the Client or gifts brought onto premises by the Client guests.

Liability of The Golden Whisk

The Golden Whisk accept no liability under any claim whatsoever (be it by negligence or otherwise) arising from any loss over the figure of the existing The Golden Whisk Public Liability Limit of Indemnity. Note that this figure, which may change from time to time, is available upon request.

GDPR and Privacy Policy

The Golden Whisk are fully compliant with the General Data Protection Regulations (GDPR) and our Privacy Policy falls in line with Regulations, to request a copy please contact our Data Protection Officer ("DPO") via email at info@thegoldenwhisk.co.uk

Force Majeure

The Golden Whisk shall incur no liability to the Client if performance of the contract is prevented or hindered by any case whatsoever beyond The Golden Whisk Catering's control and in particular but without prejudice to the generality of the foregoing, by act of fire, flood, subsidence, sabotage, accident, strike, or lock out and shall not be liable for any loss or damage resulting there from suffered by the Client.

Future Changes to Terms and Conditions

The Golden Whisk reserve the right to change our Terms and Conditions when necessary due to the continual evolving nature of our business. It is your responsibility to ensure that you are up to date with our Terms and Conditions.