

# KENDRICKS

## *Outside Catering Booking Process*

### 'Terms and Conditions for Deposits and Final Payments

Thank you for considering our catering services for your upcoming event. To ensure a seamless experience, we have established a booking process along with terms and conditions for deposits and final payments. Please carefully review the following information:

#### 1. Booking Process:

- a. Initial Inquiry: Contact our catering team via phone or email to discuss your event details, such as date, time, location, and estimated number of guests.
- b. Proposal: Based on your requirements, we will provide a detailed proposal outlining the menu options, pricing, and any additional services requested.
- c. Confirmation: If you decide to proceed, please confirm your booking by signing the provided contract and paying the initial deposit (as specified below).

#### 2. Deposits:

- a. Initial Deposit: A deposit of 10% of the total estimated cost is required to secure the booking. This deposit is due within 7 days of signing the contract.
- b. Confirmation of Deposit: Once we receive your initial deposit, we will confirm your booking and reserve the date and time exclusively for your event.

#### 3. Final Payments:

- a. Final Guest Count: At least 7 days before the event, you must provide us with the final guest count. This count will be used to determine the final invoice.
- b. Final Invoice: We will send you a final invoice based on the confirmed guest count and any additional services requested. This invoice will include the remaining balance, which is due for payment no later than 3 days before the event.
- c. Payment Methods: We accept payment via cash, card, or bank transfer. Bank transfer details will be provided within the billing paperwork.

#### 4. Cancellations and Refunds:

- a. Cancellations made before 14 days of the event date will result in the forfeiture of the initial deposit.
- b. Cancellations made within 7 days of the event will result in the forfeiture of the full amount paid.
- c. In case of event postponement, we will make every effort to accommodate your new event date based on availability and mutual agreement.

5. Changes to Bookings:

a. Changes to the event date, time, or venue are subject to availability and must be communicated in writing to our catering team as soon as possible.

b. Changes made within 7 days of the event may incur additional charges.

By proceeding with the booking, you acknowledge and agree to the above terms and conditions regarding deposits and final payments. Should you have any questions or require further clarification, please do not hesitate to contact our catering team.

We look forward to working with you and making your outside catering event a memorable one.

Sincerely,

*David Gillham* (Executive Chef)

*Mark Campbell Heard* (Operations Manager)

*Kendricks*

'Restaurants & Catering Services