

Buffets R Us

VAT Reg No: 184081800

Terms & Conditions

Buffets R Us wants your event to be a success and the best way to achieve this is to formulate a strong, honest and open relationship with you, where communication is clear and expectations from both sides are understood from the outset.

The Quote

Following our discussions Buffets R Us will provide you with an individual written quotation if you have not chosen one of our pre-set menus. It will remain valid for your particular event date. In the instance that the event brief alters, it may be necessary to review and reissue the quotation.

The Payment

Buffets R Us services are hired under the terms and conditions set out below. The payment by any person of any fees and charges for such services shall be deemed to be an acknowledgment and acceptance by such person of these conditions. When the deposit (or full payment) is submitted, a signed copy of the Terms and Conditions should be supplied to confirm this. Please send your signed copy of these terms to:

Buffets R Us
1 Glenholt Close
Plymouth
Devon
PL6 7HZ

Confirmation of your event will be upon receipt of the requested deposit. Failure to provide one may result in Buffets R Us cancelling the event.

Payment Terms

As many costs are incurred on your behalf prior to the event date, Buffets R Us have the following payment terms:

- A deposit, based on a minimum of 20% of total quotation costs, is required immediately to confirm your event.
- Full prepayment of all known costs is payable 1 week before the day of your event.
- Any outstanding accounts of 30 days will incur a 10% charge and then each week interest at 2% above the HSBC Base Rate, of the total invoice.
- Corporate accounts are required to be settled in full within 14 days of the Invoice Date.

Cancellation

In the instance that you need to cancel your event, the following conditions will apply:

- All cancellations must be made by telephone, in the first instance and then confirmed in writing or by email. The Event will only be cancelled when the Client is receipt of a Cancellation Acceptance from Buffets R Us, which will either be a written letter or an email from Buffets R Us.
- If the Client shall cancel or be deemed to cancel the Event one calendar month or more than one calendar month prior to the Event Date specified in the quotation, then the Client shall be liable to pay 20% of the Total Costs in addition to all out of pocket disbursements or costs of Buffets R Us in relation to the proposed provision of the Services, credit being given for any Payment on Account already paid.
- If the Client shall cancel or be deemed to cancel the Event less than one calendar month but more than one week prior to the Event Date specified in the quotation, then the Client shall be liable to pay 50% of the Total Costs in addition to all out of pocket disbursements or costs of Buffets R Us in relation to the proposed provision of the Services, credit being given for any Payment on Account already paid.

- If the Client shall cancel or be deemed to cancel the Event less than one week prior to the Event Date specified in the quotation, then the Client shall remain liable to pay 100% of the Total Costs.
- Where circumstances beyond Buffets R Us control prevent us from fulfilling any obligations, Buffets R Us will, by notice in writing to the Client, terminate the Contract and return to the Client any balance of the Payment on Account remaining after settlement of all or any costs, expenses or liabilities howsoever incurred in respect of the proposed provision of the Services.

Liability

Buffets R Us confirms that they have and will maintain sufficient Public Liability Insurance for events of the nature of the booking. A copy of the certificate (or scanned PDF image) is available upon request.

Buffets R Us follows strict HACCP guidelines for all food production, handling, storage and distribution and dealings with our clients and their guests. Our policy, based on these guidelines, restricts the service of foodstuffs to a maximum of four hours after being removed from refrigeration. Buffets R Us advise that all food must be consumed after four hours of initial serving, therefore any food consumed after four or more hours of it first being served is at the clients discretion and therefore becomes their responsibility.

Where Buffets R Us use the Clients kitchen facilities, they will be thoroughly reviewed prior to the Event but if they are deemed to be unusable on the Event Date then Buffets R Us will accept no liability for cancellation of the Event.

Delivery

Buffets R Us operates a free delivery policy within the Plymouth area. Delivery charges will apply thereafter, dependent upon distance, unless otherwise agreed. Congestion and parking charges will be applied.

I hereby agree to accept the terms and conditions as set out above.

*Please provide all of the information requested.

*Signed: _____

*Date: _____

*Print Name: _____

*Address: _____

*Telephone Number: _____

*Email Address: _____

*Event Venue: _____

*Date of Event: _____