



Terms & conditions 2019

Home Gurr'own Ltd

Open, honest communication

Home Gurr'own wants your event to be the best it can be. We believe the best way to achieve this is to formulate a strong, honest & open relationship with you, where communication is clear & expectations from both sides are understood from the outset.

Nicci Gurr

Home Gurr'own Caterers



Making changes to your menus and event details

Making changes to your event is important to ensure you are 100% satisfied. We'll do our utmost to be flexible and accommodate any changes you may wish to make. However any changes made may be subject to the following terms.

Making changes more than 6 weeks before event

Menus (Food)

Food menus can be changed 6 weeks or more before the event.

Non-food (Equipment)

Non-food items booked with a third party, for example, marquees or crockery may be subject to additional charges that are beyond Home Gurr'own's control. Home Gurr'own will always advise.

Making changes less than 6 weeks before event

Menus (Food)

In most cases small adjustments to your menu are ok. However any significant changes you wish to make to the menu 6 weeks or less before your event must be agreed in writing (or e-mail) by both parties. Every effort will be made to accommodate your changes.

Non-food (Equipment)

Non-food items booked with a third party, for example, marquees or crockery may be subject to additional charges that are beyond Home Gurr'own's control. Home Gurr'own will always advise.

Making changes less than 1 week before event

No significant changes are permitted one week before the event date unless agreed by both parties and confirmed in writing (or e-mail).

Making changes on the event day

No changes are permitted on the event date unless agreed by both parties and confirmed in writing (or e-mail). If there's a significant drop in guests on your event day, no reduction in costs can be expected.



Cancellation of services

In the unlikely event you have to cancel your event or services with Home Gurr'own the following conditions shall apply

Cancellation by the client

The following terms apply if for whatever reason you have to cancel your event or services with Home Gurr'own.

12 weeks or more till event

(Liable for 20% of total)

If you cancel the event or services 12 weeks or more before the event date you shall pay 20% of the total costs invoiced. You may also be liable for additional costs incurred for services or products booked with third party suppliers, (e.g. marquee and crockery suppliers).

Less than 12 weeks till event

(Liable for 40% of total)

If you cancel the event or services less than 12 weeks but more than 6 weeks before the event date you will be liable to pay 40% of the total costs invoiced. You may also be liable for additional costs incurred for services or products booked with third party suppliers, (e.g. marquee and crockery suppliers).

Less than 6 weeks till event

(Liable for 80% of total)

If you cancel the event or services less than 6 weeks but more than 1 week before the event date you will be liable to pay 80% of the total costs invoiced. You may also be liable for additional costs incurred for services or products booked with third party suppliers, (e.g. marquee and crockery suppliers).

Less than 4 weeks till event

(Liable for 100% of total)

If you cancel the event or services 4 weeks or less before the event date you will be liable to pay 100% of the total costs invoiced. Home Gurr'own shall do every effort to reduce costs for you where possible.

Refundable deposit

In the event of any cancellation, your event deposit will not be refunded. This is in addition to any cancellation fees you may also have to pay.



Cancellation by Home Gurr'own

Home Gurr'own reserves the right to cancel the services supplied under the following circumstances.

- A. If you are more than 21 days in arrears with any payment due. (Unless a prior agreement is made in writing (or e-mail) between the parties).
- B. If you haven't paid 100% of the total costs invoiced one week before the event date. (Unless prior agreement is made in writing (or e-mail) between the parties).
- C. If any request is made which doesn't comply with any law and best practice governing the provision of catering facilities and the storage of foods. Home Gurr'own will always advise you beforehand.
- D. If any request after the initial booking is deemed by Home Gurr'own to jeopardise its reputation. Home Gurr'own will always advise you first if this is a possibility.

Liability of costs

In the unlikely circumstance your event is cancelled by Home Gurr'own for the above reasons, you shall be liable for costs incurred to date. Home Gurr'own shall do every effort to reduce costs for you where possible.

Cancellations made in writing

All cancellations must be made in writing (or e-mail) and confirmed by Home Gurr'own.

Cancellation - Force Majeure

Home Gurr'own shall be under no liability for any delay or failure to provide the services as a result of any act or circumstances beyond our reasonable control including but not limited to an Act of God, legislation, fire, drought, bad weather, failure of power supply, lock-out, strike or cancellation by the venue or premises owner. In the unlikely event your event is canceled by Force Majeure you shall be liable for costs incurred to date.

Event Insurance

We advise all our clients to consider getting adequate event insurance to cover such things as cancellation and other mishaps.

Public liability insurance

Home Gurr'own confirms that they have and will maintain sufficient public liability insurance for events. A copy of the certificate is available upon request. (Home Gurr'own's liability insurance does not cover for cancellation of your event).



Liability

Home Gurr'own's entire liability in respect of any event of default shall be limited to damages of an amount equal to the total price paid by you for the catering services at the event.

Food storage, safety and handling

It is a legal requirement for food business operators to put in place, implement and maintain a permanent documented food safety management system based on the principles of Hazard Analysis Critical Control Point (HACCP) and in accordance of health and safety regulations. Home Gurr'own follow strict environmental food guidelines for all food production, handling, storage and distribution.

Food from friends, family or third parties

In order to maintain and ensure compliance with food safety, handling and storage regulations the client shall not provide or engage any person, friend, relative or organisation (food trucks, catering vans etc.) unless agreed by Home Gurr'own. Home Gurr'own are happy to advise and provide free consultation on this.

Storage of food

Chilled food can only be left out of refrigeration for a maximum of 4 hours. After this time the food will be deemed unsafe and consequently disposed of. Hot food on a buffet can only be kept out (above 63 degrees) for a maximum of 2 hours and will then be deemed unsafe and disposed of. Home Gurr'own cannot therefore allow food to be left at a venue for the client to dispose of. Home Gurr'own are happy to advise and provide free consultation on this.

Food taken home (Doggy bag)

Home Gurr'own cannot be held responsible for the safety & storage of food taken away from the venue by guests. Home Gurr'own are happy to advise & provide free consultation on this.

Allergies and Dietary Requirements

Home Gurr'own prides itself on providing alternative menus for any special dietary requirements your guests might have. Please advise us of any special dietary requirements at least 6 weeks before your event.



Payment schedule

The following payment terms are used by Home Gurr'own unless agreed by both parties.

Payment schedule

- **£200** Deposit to secure a date.*
- **20%** payment when menus have been confirmed after the tasting.
- **40%** payment six weeks before the event.
- **40%** and final payment at least one week before the event.

* Your £200 deposit will be refunded minus any breakage costs or outstanding costs still owed. See breakages section below.

Deposit secures your date

Until a deposit is secured we cannot guarantee our services for your event date. We'll advise you if any interest is expressed by another client that could compromise you securing a particular event date.

Payment method

Payment of your event can be made in any of the following ways

Bank Payment	Cheque	Cash
HSBC	Cheque payable to 'Home Gurr'own Ltd'	Handed in person to: Nicci Gurr
Sort code - 40-44-08	Address: Home Gurr'own Ltd Starling Cottage, Golford Road, Cranbrook, Kent, TN17 3NT	Receipt signed by both parties
Account number -91638017		

Late Payment

All invoices must be settled within 21 days. (Unless a prior agreement is made in writing (or e-mail) between the parties).

Breakages

The initial refundable deposit will be refunded minus breakages. Home Gurr'own will use your initial refundable deposit to cover possible breakages, such as crockery, glassware, and linen.



Free tasting

Once a refundable deposit has been secured, tasting of the menus can be arranged. In most cases tasting is free, however, depending on the amount of food requested; Home Gurr'own reserves the right to charge for its time and costs if deemed appropriate. In the event of any costs due Home Gurr'own will advise you prior to the tasting.

Consultation event services

Home Gurr'own offers a no obligation complimentary event consultation. This consultation process may include time spent on a meeting, initial telephone calls and emails, plus a bespoke menu and estimated charges if required. After this initial consultation process Home Gurr'own reserves the right to charge for any further consultation if menus cannot be agreed. Home Gurr'own will always advise in writing beforehand if charges are to be made.

Statutory Rights

These terms and conditions do not affect your statutory rights as a consumer.

Any questions?

How can we improve this document? Is it clear?
What other information would you like to see?

Contact	Nicci Gurr
Telephone	0774 7816541
E-mail	nicci@homegurrown.co.uk
Address	Starling Cottage, Golford Road, Cranbrook, Kent, TN17 3NT
Website	www.homegurrown.co.uk
Facebook	www.facebook.com/homegurrown



Sign here

Client

Signed by

Name

Date

Address

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I understand and accept the terms and conditions.

Home Gurr'own Ltd

Signed by

On behalf of Home Gurr'own Ltd

Name Nicci Gurr

Date