

West Country Catering Terms and Conditions

The Hog Roast - Our hog roast will serve between 100 - 250 persons depending on the size of the hog and your choice of menu. For example a Hog Roast for a wedding meal requires larger portions. A large hog or lamb is required as opposed to an informal Hog Roast with the meat being served in bread rolls, more commonly know as "hog in bun".

Serving & Serving Stations - As a general rule a Hog or Lamb Roast served in or with a freshly baked bread roll and would be carved by our chef. Over 50 guests extra staff are deployed to keep queuing to a minimum. Large events will have one or more serving stations. Advice can be given subject to serving durations and menus.

Quality - West Country Catering uses only purpose made fully automatic CE approved machines which are specifically manufactured to the highest quality to give faultless results time after time. Our chef controls the progress of the roasting which gives you a succulent hog roast cooked to perfection.

Hygiene and Cleanliness are top of the list for West Country Catering with each member of our staff wearing hygienic protective clothing and sterile protective gloves during the carving and handling of the hog or lamb roast.

Refrigeration, Meat, and Vegetables are kept within the correct temperatures at all times. A hog roast that is booked on a Sunday or Bank Holiday Monday would have been stored in our own refrigerators until required on the day of the event.

Safety - Equipment is checked for safety at every event. Gas powered barbeques and ovens are strictly operated by trained staff only. No equipment in our current fleet of hog roast ovens is more that 2 years old. A strict regime of modernisation is adhered to not only to ensure reliability and but safety too.

Ovens -The hog roast ovens get very hot by definition and therefore Health & Safety regulations apply. Please specify in advance if you wish your guests to experience the theatre and aroma of the whole hog roasting event by having the hog or lamb in view. Extra cooking time would have to be calculated due to the spit roasting machines being opened frequently to viewing.

Booking - your Hog or Lamb Roast is very easy, just inform us of the date of your event (the sooner the better). If you are just hiring the machine on a DIY, Do It Yourself basis a £150.00 deposit will be payable on booking. If you are hiring us to cater for you, including a chef, assistant machine, pig / lamb etc, you will need to send a cheque for 50% of the proforma invoice to book your event. For bookings in excess of £2, 000 or when china and cutlery is hired in, we require a further 35% to reach us 28 days before the event. All outstanding balances have to be paid 21 days before the event day.

Plates, China & Cutlery - For outside events we can supply white disposable plates, knives, forks, spoons and napkins depending on the menu option chosen , however there is an option to upgrade to a higher patterned quality for marquee functions etc. Alternatively, we can offer list price chinaware, cutlery, tablecloths; napkin hire service is available from stock.

Catering Area - A summer ball, school reunion, weddings and any other event held in a marquee will normally require preparation in the days leading up to that special day, whilst we can boast purpose built kitchens to cater for these events it is normal for your marquee hire company to ask you what your caterers require in the form of a covered catering area which would normally be an extra bay added on the end of the marquee. It is almost impossible to provide a professional catering service in space that amateurs would work in.

Square Footage Each year we successfully provide food for 25,000 plus guests, from our experience we have a formula for the space required to cater professionally. The first menu

course requires approximately 1 sq ft per guest (hot vegetable buffet counts as a course) and subsequent courses require 1/2 sq ft per course. 150 guests x canapés + main course + dessert = 300 sq ft catering/service area.

Allergies Any special allergies must be made known to us by separate letter addressed to "The Manager" prior to your event. This will ensure that special dietary requirements are adhered to in respect of food preparation. On the day of your event any guests with special pre-arranged dietary requirements should make themselves known to the chef or supervisor in charge of your event.

Power Supply - Large events should have a minimum of 20 KVA and 3 pin points to run ovens, fryers, and tea and coffee making devices, plus smaller commercial cooking paraphernalia. Smaller catering events can manage with smaller "super silent" generator.

Refrigeration. If alcohol is provided by the client sufficient refrigeration facilities must be provided for cooling and replenishing supplies.

Inclement Weather - It is necessary for the client to provide shelter. Either you can arrange this to be on site or we can have one delivered in from our catering hirers. If you wish to hire a shelter at your end of the event please make sure the shelter has all 4 sides and a zip entrance. Gazebos do not have sides and cause problems for staff and cooking times when raining and windy. Bad weather such as wind and rain at your venue may increase cooking times in any event.

Waiting Staff - For events held in a marquee or other venues we assume that you will have booked or are going to book waiting staff to clear tables and serve drinks, i.e. Bucks Fizz, Champagne Toasts, Wines, cutting the cake, etc. Canapés can be provided and served by your waiting staff, alternatively we can provide the staff at agency cost prices. Waiting staff are employed for a minimum of 5 hours, plus travelling time. Waiting staff will break for 15 minutes after 3 hours, 30 minutes after 6 hours, 15 minutes after 9 hours, 30 minutes after 12 hours. Waiting staff are supplied on a "job and go" basis and may be released at any time when their work is complete. To book catering staff or get current rates call our office.

Portions - It is vital that you give us an accurate account of the portions/covers to be catered for, and although we always cater for healthy appetites, which have in the past included rugby teams. If your numbers are not accurate there is a remote possibility of a shortage of servings. Many factors can affect your guest's appetites such as alcohol, weather, the time of day and the event itself so it is advisable to bear this in mind when giving details of your catering needs. For standard Hog/Lamb Roasts served in freshly baked bread rolls many guests will expect second or even third helpings especially if an event is going to exceed 2 hours in duration. All these factors can be discussed at the time of booking and we will be only too pleased to help you tailor your needs to suit your requirements.

Water We need access to fresh water for cooking and heating.

Hygiene Facilities Our staff will need free access to toilet and hand washing facilities.

Clearance of Waste. All our waste will be bagged and securely tied, you will need to make arrangements for its disposal.

Breakages, Losses and Damages. Any hire items lost, broken or damaged beyond repair by the client must be paid for.

Breads - We only use quality products for our outside catering events, our baps or bread rolls are specially ordered from a local bakery.

Travelling - Please note all catering prices quoted are to travel within our local catchment's area of 35 miles of Ferndown. Mileage charges to events in parts of Somerset, Hampshire, Wiltshire, London, Cornwall, Devon and Dorset are charged at the cost price of travelling.

Late Finishing Events - Events that require staff after 23.00hrs will attract an extra staff charge, normally time and one half.

Site Visits & Meetings It is a condition upon booking a site visit that the cost price of the site visit is paid for in advance. We are a leading (if not the leading) outside caterer in the Southern Counties and have a very large portfolio and client base. Site visits are to dot the I's and cross the T's just prior to confirming your running order and menus. Second and third site visits are obviously chargeable too.

Force Majeure - We cannot accept liability or pay compensation where the "performance or prompt performance of our contractual obligations is prevented or affected by circumstances amounting to force majeure" Such events may include but are not limited to war or threat of war, riots, civil strife, terrorist activity, industrial action, natural or nuclear activity, wet or windy weather conditions, fire and all similar events outside our control".

Payment - Day of payment on arrival, i.e. on the day of your event. Overdue monies attract a one off administration charge of £100.00 plus a credit charge of 2.95% per month or part thereof.

Discounts, Quotes, Availability, Guest Numbers, Refunds - We reserve the right to withdraw any volume catering discounts or quotes rendering them "null and void" unless bookings are confirmed and (cleared funds) deposits lodged within a reasonable period after quoting. A reasonable period is not more than two weeks after the initial quote. Booking your event closes our availability to other clients and therefore a deposit is not refundable. Clients may wish to investigate obtaining cover from an event insurance company if cancellation might be a concern. Availability is advised at the point of enquiry and is subject to a first come first served basis. Reductions in guest numbers or service pre booked or ordered may not exceed 5% of the total cost up to 6 weeks before the event. No reduction in service or guest numbers can be accepted within this period prior to the event.

Seasonal prices and seasonal menus are subject to availability and change without prior notice.

I have read and agreed to these terms and conditions

Name

Signed

Date