

THE
Flying Pig
KITCHEN

TERMS & CONDITIONS

All bookings to be secured by a non-refundable deposit at the time of booking. The remaining balance payable in full 28 days before the function.

All payments to be paid by BACS, details will be supplied at the time of booking.

CANCELLATION BY YOU

When a booking has been confirmed by the client no deposit will be returned. Cancellations by the client less than 60 days 50% of the anticipated invoice must be paid. Cancellations by the client less than 30 days of the event 100% of the anticipated invoice value must be paid. All cancellations must be sent via email to info@flyingpigkitchen.co.uk. Cancellations will come into effect from the date of receipt of the email and our acknowledgement.

Confirmation of final numbers, menus, timings, special dietary requirements and all other details is required at least one month before the event.

Alterations to the booking must be made in writing.

As we are unable to guarantee appropriate temperature controls and/or product handling, we are unable to provide any leftover food for you or any guests to take away from the venue after service has been completed. Any food not served within the serving time is considered leftover food.

We are able to cater for a number of different diets and tastes, however, it is the client's responsibility to inform us of any allergies, such as nut allergies, in order that we can alter the menu accordingly or clearly mark produce where required. No responsibility can be taken by The Flying Pig Kitchen for any allergic reactions suffered where the client has not advised of a risk.

Service of food from other suppliers will only be served under prior arrangement and will require written allergen lists. We can only be held responsible for food that we supply.

We can only serve alcohol to 16 and 17 year olds if it is beer, wine, or cider, they are accompanied by someone aged 18 and over and it is consumed at a table meal. Children younger than 16 years old cannot be served any alcohol and we are not allowed to supply adults purchasing alcohol for under 18 year olds. We cannot sell or supply alcohol to under 18 year olds from a licensed bar.

The removal of rubbish is not included in the quote. Circumstances permitting, we can remove it for an additional charge.

We shall make all reasonable efforts to perform our obligations under contract but will not be held liable for any failure or delay to perform any part of the contract resulting in factors outside of our control.

TERMS & CONDITIONS (CONT)

All menus offered are subject to market availability. In the unusual event of a product being unavailable we reserve the right to alter the menu accordingly. This is to ensure that our high standards are maintained. However, every effort will be made to minimise any variations.

We cannot be held responsible for any adverse weather conditions resulting in non-fulfilment of a contract.

A parking space is required at the function, with ease of access to the cooking area. All parking permits/fees to be met by the client.

The access to and from the cooking area must be free of any obstruction and no more than one step up or down.

The dimensions of the hogroast machine are: 2140mm x 680mm x 1130mm (LxWxH) so adequate space is required.

If the event is to be held in the evening we require lighting in the cooking and serving area.

If you have chosen any items that might cause damage or staining we cannot be held responsible for damage to property or clothing.

If at any stage during your event you are in any way concerned about any aspect of our service, please bring it to our attention immediately and we shall try to resolve the issue.

All quotations are valid for 14 days. Quotations can and may be subject to change by the addition of further services.

Payment of a deposit confirms that you have agreed to the above terms and will confirm your booking.

COVID CANCELLATION

If the wedding is cancelled due to the Bride or Groom contracting COVID, the following refund will be honoured:

Cancellation 7 - 10 days before the event; 50% of the final balance refunded.

Cancellation 4 - 6 days before the event; 25% of the final balance refunded.

Cancellation 1 - 3 days before the event; 10% of the final balance refunded.

Hire charges must be paid in full.

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