



Terms and Conditions

Your contract is with us Ridgway Caterers Limited (Company No: 10699013), of
Unit 4 Oldham Street, Joiners Square, Hanley, Stoke on Trent, ST1 3EY

1. Confirmation of Booking

On confirmation of your booking, we require payment of a **Non-refundable Booking Fee** of £550.00 along with a signed copy of these Terms and Conditions. Please keep a copy for your own records. **We request that you use your wedding/event date and or name as a reference on payment (e.g. Smith 01/01/01)**. The booking will remain provisional until both the Deposit and signed Terms and Conditions have been returned. Once received and accepted by Ridgway Caterers, the booking is under contract and will be subject to payment and cancellation terms as set out below.

All payments should be made in Pounds Sterling (UK) and cheques should be made payable to Ridgway Caterers Limited.

- i. Full payment is required 30 calendar days prior to your wedding date, unless otherwise agreed.

2. Payment Methods

BACS transfers, Debit card payments and cheques are all free of charge.

Account Details: Barclays Bank, Ridgway Caterers Limited, Account- 33385256, Sort code- 20-36-43

Credit Card (All credit card payments accept)

3. Price

- ii. If your wedding date is scheduled more than 1 year after the date of our confirmation, we reserve the right to increase the price of your wedding/event menu for each complete period of 12 months between these two dates, subject to changes out of our control.
- iii. All prices are EXCLUSIVE of VAT, if the rate of VAT changes between the date the contact is formed between you and us, we shall adjust the amount of VAT payable in line with the standard rate.
- iv. Prices in the Menu Brochure for Evening food are if taken alongside a Daytime Wedding Breakfast. Staff service charge may apply if only evening options are required.
- v. If only Daytime food is required there will be an additional charge for collection of linen etc the following day. If Ridgway Linen is used.

4. Payment

- i. We shall contact you five weeks prior to your function to confirm and finalise all your details and prepare you invoice for payment in full (Less any deposit) 30 calendar days prior to your wedding/event date unless otherwise agreed.

5. Amendments

- i. Ridgway Caterers Limited will only provide the confirmed amount of food and drink based on the information provided to us, we cannot be held responsible for any shortfall or increased food requirements.
- ii. Once your final invoice has been raised you can increase your numbers up to 24 hours before our event, but you cannot however decrease or cancel any of your numbers confirmed with Ridgway Caterers Ltd.

6. Postponements or Cancellation by Client

- i. If a notice of cancellation is received by Ridgway Caterers Ltd, all payments received in accordance with our payment terms above are non-refundable.
- ii. If for any reason the event cannot take place, an option of a postponement would be available, and all monies paid and booking fees would be transferred to the new date. Any cancellation by yourself would incur cancellation charges (see.8)

7. Cancellation by Ridgway Caterers

Ridgway Caterers Ltd reserves the right to cancel a confirmed booking on the following basis, without liability to you and without any obligation to refund your deposit if:

- i. If the client becomes insolvent or enters liquidation or receivership
- ii. If the client is more than 30 days in arrears with any payment due to Ridgway Caterers Ltd
- iii. If the booking might, in the opinion of Ridgway Caterers Ltd, prejudice its reputation.
- iv. Where the client is in breach of the terms set out
- v. You do not pay Ridgway Caterers Ltd the balance of your invoice by the date that payment is due.
- vi. Ridgway Caterers Ltd have reasonable grounds to believe that you may not pay your balance by the due date. We would request you explain your position would determine if this was to our satisfaction.
- vii. We have discovered that you have deliberately concealed information about your wedding/event or provided Ridgway Caterers with incorrect information about your wedding/event.
- viii. In addition to the above, any additional services booked by Ridgway Caterers Ltd on your behalf, will be charged in line with the individual supplier cancellation policy.



- ix. For the purpose of this contract, Force Majeure Event means an event beyond the reasonable control of Ridgway caterers Ltd including but not limited to strikes or other industrial disputes (whether involving the workforce of our venue or any other party), failure of a utility service or transport network, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm or default of suppliers or subcontractors.
- x. Ridgway Caterers Limited shall not be liable to the customer because of any failure to perform its obligations under this contract because of a Force Majeure Event.
If the Force Majeure Event prevents Ridgway Caterers Limited from providing their service on the date, we shall, without limiting its other rights or remedies and without liability to the Customer, have the right to terminate this contract immediately by giving written notice to the customer.

8. Cancellation Charges

56 Calendar Days prior to your date 50% of costs to be paid.
30 Calendar Days prior to your date 100% of costs to be paid.

9. Beverages

All beverage requirements including reception drinks, wines and bar facilities must be provided through Ridgway Caterers Ltd, in line with the premises license granted (if applicable). Should guests be found with alcohol not provided by the Ridgway Caterers Ltd then it will be confiscated. Failure to comply with this may result in the closure of any bar(s) operating during that event.

This only applies if Ridgway Caterers Ltd are the licence holders for the premises.

10. Limitation of our liability to you

Subject to the paragraph below, Ridgway Caterers Ltd total liability to you for any loss you suffer will be limited to the total amount of money payable to us for your wedding/event. We shall not be liable for any losses which were not reasonably foreseeable to both you and Ridgway Caterers Ltd when the contact was entered, or for any losses that where not caused by any breach of contract, negligence or reach of statutory duty on our part.

Nothing in these terms excluded or limit in any way our liability for death or personal injury caused by negligence or fraud, fraudulent misrepresentation, or for any other matter for which it would be illegal/unlawful for us to exclude of limit (or attempt to exclude/limit) our liability.

11. General

- i. Whilst Ridgway Caterers Ltd takes all responsible steps to ensure that information contained in its literature, tariffs and advertisements is accurate, it reserves the right to alter, substitute or withdraw and service, facility, or amenity without notice.
- ii. Our contact is with the party/persons signing the contact. Any error or omission in any information or document issued by Ridgway Caterers Ltd shall be subject to correction, provided that the correction does not materially affect the contract.
- iii. You may not transfer any of the rights or obligations under our contract with you or another person without prior written consent, which we will not withhold unreasonably. Ridgway Caterers Ltd can transfer all or any of our right and obligations under the contact to another organisation, but this will not affect your rights under these terms.
- iv. If any court or competent authority decides that any of the provisions of these terms are invalid or unforeseeable to any extent, the terms will, to that extent only be served from the remaining terms which will continue to be valid fully permitted by the law.

All written communications by you must be sent by first class post to Ridgway Caterers Limited or Ridgwaycaterers@gmail.com and have a confirmation email of receipt.

The terms shall be governed by English law and shall be subject to the non-exclusive jurisdiction of the English courts.

12. Allergies Statement

Our Policy regarding Food Allergies and Intolerances

Before ordering your required food, products supplied by Ridgway Caterers, please speak to our staff about your requirements.

(We publish this statement to comply with the Food Standards Agency compliance to Allergen information for loose foods December 2014).



13. Data Protection Policy

For the Data Protection Act 1998 and the General Data Protection Regulations, the data controller is Ridgway Caterers Ltd. This Data Protection Policy describes how Ridgway Caterers will collect, handle, and store personal information. These rules apply regardless of whether data is stored electronically, on paper or on other materials. Personal information must be collected and used fairly, stored safely and not disclosed unlawfully. We are committed to utilising and promoting fair information practices and ethical data management.

Data Storage

- When data is stored on paper, it is kept in a secure authorised place. When not required, the paper or files should be kept in a locked drawer or filing cabinet. Data printouts will be shredded and disposed of securely when no longer required. When data is stored electronically, it must be protected from unauthorised access, accidental deletion, and malicious hacking attempts:
- Data is protected by strong passwords that are changed regularly and never shared between employees and stored on designated drives and are backed up frequently.
- Servers containing personal data are sited in a secure location, away from general office space.
- All servers and computers containing data should be protected by approved security software and a firewall.

Data Use

All individuals who are the subject of personal data held by **Ridgway Caterers Limited** are entitled to:

- Ask what information the company holds about them and why.
- Ask how to gain access to it.
- Be informed how the company is meeting its data protection obligations.

Disclosing Data

- In certain circumstances, the Data Protection Act allows personal data to be **disclosed to law enforcement agencies without the consent** of the data subject. Under these circumstances, Ridgway Caterers will disclose requested data. However, the data controller will ensure the request is legitimate, seeking assistance from the directors and from the company's legal advisers where necessary.

Testimonials

- Ridgway Caterers displays personal testimonials of satisfied clients on our website, brochure, and social media. If you provide a testimonial, with your consent we may post it along with your name. If you wish to update or delete your testimonial, you can contact us directly to amend this.

Sharing

- We will not provide, sell, or lease your personal information to any third parties. We may share your information with our business partners/entities to satisfy your needs in us organising and running the event for you and providing customer service, this includes Venues and registrars. These companies are authorised to use your personal information only as necessary to provide these services to us.

I, the undersigned, have read and understood the terms and conditions of booking with Ridgway Caterers Limited and agree to the terms and conditions set out above.

Printed Name _____

Address _____

Telephone Number/Email Address _____

Venue _____

Date of Event _____

Signature _____