



Eat Street Event Terms and Conditions

1. Booking your date with Eat Street

- All event information will be included in your personalised webpage, with a link provided by Eat Street. This will be a private page.
- All event bookings must be confirmed in writing by the Client
- A booking deposit is required to secure Eat Street for the date of your event. This deposit is subject to the cancellation charges outlined below
- Our terms and conditions must be accepted by completing the form on your personalised page
- All bookings are subject to minimum guest numbers, to be confirmed by the client no later than 30 days before the event.
- If event is confirmed within 30 days of taking place, final numbers must be confirmed on booking

2. Booking Deposit

- A booking deposit invoice will be added to your page at time of confirming. This will be due on receipt, and until received the date is not confirmed. Eat Street will confirm in writing once deposit has been received
- This deposit will be deducted from the total event costs which will be issued to the Client no later than 30 days prior to the event (please see our Payment terms below)
 - If booking more than 6 months prior to the event a £200 (plus VAT) deposit will be required to secure the date
 - If the booking is within 6 months of the event, 50% deposit will be due to secure the date
 - If the booking is within a month of the event, the full amount (100%) will be due to secure the date
- If catering is to be delivered and left with the Client in Eat Street reusable packaging / crockery, it is the Client's responsibility to wash the items.
- Eat Street will charge a 20% refundable retainer for such events. If the items are returned / collected in a soiled state, Eat Street reserves the right to retain a percentage.
- Payment method is via a BACS payment. Bank details included on invoice

3. Booking Confirmation

- Once the Client's deposit has been received, confirmation will be issued by Eat Street and the personalised webpage updated to reflect the booking
- Until this acknowledgement has been received, the date is not confirmed

4. Menu tasting

- Eat Street will offer a menu tasting for all events over 50 guests
- For clients who attend a menu tasting before booking there will be a cost incurred, this will be taken off the final balance
- For couple who attend a menu tasting after booking there will be no charge
- Eat Street will offer complimentary menu tastings for up to four guests. Should the Client invite more guests to attend an additional cost will need to be covered by the Client before the tasting date
- Menu tastings require booking at least 14 days in advance, and at least 60 days before the event
- Any changes to the menu must be in writing at least 30 days before the event
- If the client cancels their event after attending a menu tasting Eat Street will deduct £100 from the returned monies

5. Variations to the Price

- All bookings are subject to minimum guest numbers which will be confirmed by Eat Street at the time of booking.
- Any variation to menu selections for children or dietary requirements must be discussed with Eat Street as soon as possible so menus can be revised accordingly. Menu changes must be at least 30 days before the event

6. Cancellation Charges

- In the unfortunate event of a booking having to be cancelled, confirmation in writing will be required by the Client. The following charges will be incurred
 - Cancellation received with more than 6 months prior to the event – date hold deposit retained
 - Cancellation received with less than 6 months but more than 1 month prior to the event – 50% of the total event cost
 - Cancellation received less than 1 month prior to the event – 100% of the total event cost
- The total event cost will be based on the number of confirmed guests attending at the agreed price per head. Should guest numbers be unconfirmed at the time of cancellation the total event cost will be based the originally quoted/estimated guests numbers
- Any additional costs incurred by Eat Street in preparation of the event up until the time of cancellation will be charged to the Client. This is to cover any losses caused to Eat Street for administration costs, travel, supplies etc. and will be discussed fully in the event of cancellation
- Clients will be offered the opportunity to move their event date before cancelling, if appropriate. If accepted, the new date will need to take place on a mutually agreed basis.
- All cancellations are at the discretion of Eat Street

7. Government Restrictions

- If for any reason the Government enforce restrictions which prohibit your event taking place, the below options will be available to you
 - Reschedule the date, deposit will be retained by Eat Street for the new date
 - Cancel the event and the deposit will be paid back to you in full
 - Reduce final numbers in line with government restrictions
- You must confirm with us your chosen option at the earliest time after any restriction changes.
- Eat Street reserve the right to charge a cancellation fee if no communication has taken place as a result of restrictions being put in place

8. Dietary Requirements and Allergies

- All dietary requirements and allergies must be confirmed in writing no later than 30 days before the event
- Eat Street will endeavour to provide suitable adaptations to the Clients menu for any guests with special dietary requirements or allergies.
- Eat Street cannot guarantee that no cross contamination will occur from other allergens as we do not have a segregated prep kitchen or site

9. Crockery and cutlery

- As Eat Street are conscious of their sustainability, you will have two options for event crockery, both of which will be discussed before booking
 - Home compostable takeaway packaging
 - Home compostable palm leaf plates
- All cutlery will be suitable for the menu chosen, and will be wooden, home compostable
- Should you, the Client require something other than the above options, Eat Street can supply this for you at an additional cost. This will be discussed for each event.
- Should you, the Client choose one of the home compostable options you will be responsible for removing all waste. To home compost items, simply wash off food residue and place in compost bin.
- Eat Street can take responsibility for removing waste, with an additional charge being incurred. This must be confirmed at least 30 days prior to the event.

10. GDPR and Privacy Policy

- Eat Street are fully compliant with the General Data Protection Regulations (GDPR) and our Privacy Policy falls in line with regulations, to view the policy, please visit our website or request a copy from us info@eatstreetiow.co.uk

11. Staff

- Eat Street's quotation includes food service from the horsebox on site of the event, should the service differ from this, and staff are required, the Client will be informed of the costs when booking
- Once timings for the event have been confirmed Eat Street will book the members of staff for the allocated time. Should the event timings be delayed, Eat Street will cover the cost of staff staying an extra hour. For any time over an hour the Client will be charged post event
- If the agreed service is from the horsebox but Eat Street require additional assistance, this will be covered free of charge

12. Force Majeure

- Eat Street shall incur no liability to the Client if performance of the contract is prevented or hindered by any case whatsoever beyond Eat Street's control and but without prejudice to the generality of the foregoing, by act of fire, flood, subsidence, sabotage, accident, strike, or lock out and shall not be liable for any loss or damage resulting there from suffered by the Client

13. Future Changes to Terms and Conditions

- Eat Street reserve the right to change our Terms and Conditions when necessary due to the continual evolving nature of our business. It is the Client's responsibility to ensure that they are up to date with our Terms and Conditions
- Once signed, both parties should adhere to the signed copy, regardless of changes unless stated otherwise by Eat Street.

Thank you for choosing Eat Street for your event – we look forward to working with you

Alex & Laurel