

Terms & Conditions

Catering Services

A 50 % deposit will be required to secure and confirm all bookings. The balance is payable on the day of delivery or the day of the event. No goods will be delivered unless paid for in advance.

Catering functions and classes must be paid for in advance or on the day of delivery.

If account payments are arranged there is a strict 14 day payment period - after 14 days from date of invoice 10 % interest will be charged every 30 days.

Failure to make payment will result in legal action

Prices are as per original quote – should any additional costs be incurred prior notify notification will be given.

Staff and timings of staff will be on the invoice- however staff should be required to stay at a function for longer than the stated hours the client will incur additional costs

Should any linen, glassware, crockery or cutlery be required at a function and it was not in the original quote it will cost extra

Should a client decide to supply their own service staff catering4kent will not be held responsible for their competence or efficiency.

Catering numbers and menu choices will be required at least one week before the event should take place. Catering4kent cannot guarantee availability of service staff or any other aspect of the event if we are not given ample notice.

Unfortunately due to seasonality or availability there will be the odd occasions we may have to replace out of stock items with other items. We apologise for this and do our best not to let this happen

Any orders cancelled within 48 hours of the event taking place will still be liable to full payment.

Any orders cancelled within 96 hours will still incur a 50 % charge.

Complaints Procedure:

Catering4kent always aim to deliver excellent food and outstanding service but in the unlikely event of customers being unhappy we would require the following:

All complaints must be made in writing within 96 hours of said function.

All complaints or reports regarding food or service will be taken seriously and are appreciated. You should, as a customer, expect full feedback from us

We cannot be responsible for the actions of any third parties we work with. We do however strive to ensure we only work with companies and individuals with high ethical values and standards

Equipment Hire- Catering4kent will act as a subcontractor to Janet's China Hire

Hire Period

Hire is for one day only, but a weekend hire of Saturday and Sunday count as one day. Any other two day hire will be charged at 1.5 times the Daily rate. Any 3, 4 or 5 day hire (Monday to Friday) will be charged at 2 times the Daily rate.

Condition of Goods

Goods are dispatched clean and undamaged. All shortages or breakages, including chipped or cracked items, will be charged at the replacement cost shown in the price list. Customers goods cannot be accepted as replacement items.

Packaging

All goods returned in the same packaging as they were delivered in. Any lost or damaged containers will be charged at 15 each.

Wrong Goods

Any goods returned other than those supplied, will be held for the client's collection for ONE month and then disposed of.

Ownership of Goods

All goods remain the property of Janet's China Hire at all times.

Right to Substitute Goods

Janet's China Hire reserves the right to substitute with the nearest type or size of goods, should the original choice of goods not be available for causes beyond our control.

Discrepancies

Any discrepancies must be notified within 12 hours of delivery/collection.

Payment

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Transport

If the goods are delivered or collected by our transport a charge may be made. However, if the hirer is also hiring marquees and/or accessories from our parent business, Four Jays Group, then there will be no transport cost.

Responsibility of Hirer

Your responsibility for the goods begins when you or your agent receive the goods, and ends only when the goods have been returned to us or collected by us. Your responsibilities include safe keeping of the goods and protection against the elements, theft, vandalism or improper use. You are responsible for the return of the goods or making clear arrangements with us for the collection of the goods at the end of hire.

Insurance

If you wish to insure the goods whilst in your possession you are advised to cover the full replacement value of the goods which can be calculated from the price list.

Janet's China Hire Liability

- Janet's China Hire will not be responsible or liable for any injury, accident or damage caused through the use or misuse of goods/equipment supplied.
- All timings which we state or indicate for delivery or collection are approximate.
- We will not be liable for any delays caused by any circumstances beyond our reasonable control.