



Terms and Conditions

Menus/Pricing

All menus are based on current pricing. Menus are subject to change and we can offer bespoke menus if required. Pricing of our menus and services are reviewed by Posh Pigs generally on an annual basis and we reserve the right to change/update the pricing as and when we see fit.

We reserve the right to withdraw any catering discounts or quotes rendering them "null and void" unless bookings are confirmed and deposits lodged by return. Availability is advised at the point of enquiry and is available on a first come first served basis.

Deposit/Payment

Upon confirmation of any booking, an invoice will be raised with a deposit request of 25% of the total balance. This deposit is non-refundable and once paid, confirms the booking and date with us.

The client is responsible for all final details which will be requested approx 4 weeks prior to the event date, with settlement of the account no later than 2 weeks prior to the event date. Any queries regarding the invoice should be raised immediately. Payment is preferred via BACS, debit cards are accepted and any cheques should be made payable Posh Pigs Ltd.

Please note, no refunds will be given for any decrease in numbers once final details have been agreed and the final balance paid.

Cancellation

Any cancellation should be advised in writing over email to Posh Pigs as soon as possible. With sufficient notice (14 days minimum), no charge will be made (except a loss of the deposit if that has been paid).

Should a booking be cancelled within 14 days of the event date, the client is liable for 100% of the charges agreed.

Posh Pigs may take the decision to cancel an event should the client be in arrears of payment or be in breach of the above terms and conditions

Range and Availability

All goods and ingredients are offered subject to availability. If an item becomes unavailable or it is of insufficient quality for a client's function, we reserve the right to make a substitution. Wherever possible the client will be notified of any changes.

Wherever possible, all food items are sourced locally.

Numbers

It is essential that you provide us with accurate attendance figures, Posh Pigs always strongly advise catering for 100% of your guests, in our experience if there is food available, it will be eaten. Clients must request and sign a disclaimer should they wish any leftovers to be required to be kept after the event. For Health and Safety reasons no food will be left out longer than a 4 hour period.



Allergens/Dietaries

Posh Pigs are required to be advised of any dietary or allergen upon confirmation of final details approx 4 weeks prior. This will ensure that all requests are adhered to in respect of food preparation. On the day of your event any guests with special pre-arranged dietary requirement should make themselves known to the chef or supervisor in charge of your event.

We cannot take responsibility for any requests which have not been pre-ordered with us, or any allergens that we have not been advised at in advance of the event.

Equipment

Posh Pigs use only purpose made fully automatic CE approved catering equipment, which are specifically manufactured to the highest quality to give faultless results time after time. Our chef controls the progress of the cooking or roasting which gives you a succulent meat or fish cooked to perfection.

All Meat, Fish and vegetables are kept within the correct temperatures at all times.

Safety

All electrical equipment is regularly safety checked and all electrical equipment is PAT tested. No equipment in our current fleet of hog roast ovens or barbeques are more than 3 years old. A strict regime of modernisation is adhered to, not only to ensure reliability, but safety too.

Staffing/Service

For events below 100 guests quotes will include an experienced chef who will deliver and serve from a service station using heated chafing, plus an additional service staff member. For events over 100 guests, we may require additional staffing and service stations, which may be at an additional cost. All events are assessed and quoted on an individual basis dependent upon requirements.

Each member of our staff wears hygienic protective clothing and sterile protective gloves during the carving and handling of your food.

For all events we supply high quality, eco friendly disposable palm plates and wooden cutlery, commensurate with the food you order. Upgrading to quality chinaware, cutlery, tablecloths, napkin hire is an option, extra staff may then also be required to carry out front of house clearing – all of these items are at an additional cost.

Subject to confirmation of timings, our team will arrive on site no later than 1 hour before the agreed food service time, as a guide service would usually take approx 1 hour based on up to 100 guests. The team will then clear down and leave site a maximum of 1 hour after the end of the food service period.

Set up and Access

The client is responsible for providing clear access with a well lit clear path to and from the catering or marquee areas. The catering or marquee areas must be secured to the ground and fit for the purposes of catering, and or housing staff. Posh Pigs cannot be held responsible for any damage whatsoever or subsequent delayed serving times as a result of failed "party tents". Other such recreational structures that are absent of ground wall support rails which may subsequently allow walls, doors, or roofs to break loose, and or flap in breezy or windy conditions will cause unavoidable delays in service. If extra lighting is required the client authorises the company to erect supplementary lighting and charge in accordance with their normal hire charges for those items.



Damage or loss, plus items left behind

The client is responsible for any damage, breakages, or loss of any property belonging to Posh Pigs, or any property hired for the clients function, however caused, and will be charged at the full replacement value. This applies to the period between delivery and collection. The client will report any damage to any equipment or structure to a representative of Posh Pigs as soon as possible.

All items delivered and collected will be counted out upon delivery and in again upon collection, any missing items will be requested to be returned and if this is not undertaken, a charge will be made per item, at cost price. Should missing items be subject to a further collection, Posh Pigs reserve the right to make a charge for this at a minimum rate of £15 per collection.

Should any additional linen (outside of service linen) be required for an event, a linen deposit is required to cover any damage to linen and Posh Pigs reserve the right to keep that fee if any damage occurs. Should no damage occur, this deposit will be refunded upon request and confirmation that no damage has occurred from Posh Pigs. Naked flames and felt tip pens are not permitted to be used on any linen. Posh Pigs reserves the right to charge additional costs to the clients should substantial damage occur to any linen product over and above the £100 deposit – evidence of damage will be provided, an invoice raised and payment is due within 7 days of receipt. A collection fee will be charged for any linen not available to be taken when our staff leave site.

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, pandemics, riots, civil strife, terrorist activity, industrial action, natural or nuclear activity, road traffic accidents, wet or windy weather conditions, fire and all similar events outside our control".

Liability

The client is responsible for all losses, damages and expenses at any venue we are required to cater at, arising from the behaviour or actions of either themselves or their guests, along with any contractors brought onto site etc.

Posh Pigs will not be responsible for and the client will indemnify the company against all claims for injury to persons or loss of, or damage to the property and any of the garden areas howsoever caused, unless it is proven that such injury or damage be caused by fault material or workmanship, or negligence by the company.

Complaints

In the unlikely event of a complaint, the client should raise this in writing over email to Posh Pigs with a full explanation of the issue, within 7 days of the event. This will be acknowledged within 24 hours and an estimated timescale for any investigation will be provided at this point.

Posh Pigs Ltd reserve the right to amend and update these Terms and Conditions as they see fit.