

Highland Catering Services Terms & Conditions



1. Booking Your Date with Highland Catering Services

1. All event bookings must be confirmed in writing or by email by the Client. If sending by email, please also send a photograph of the back page of this document signed and date.
2. A 25% deposit is required to secure Highland Catering Services for the date of your event. If you cancel up to 28 days before your event we will retain 10% of the deposit. Cancellations within 28 days of the event will mean a loss of your full 25% deposit and cancellation within 14 days will mean a loss of your full catering balance.
3. All bookings are subject to minimum guest numbers.

2. Booking Deposit

1. A booking deposit figure will be provided to the Client in writing by Highland Catering Services once your booking confirmation is received. This deposit will be deducted from the total event costs which will be issued to the Client no later than one month prior to the event (please see our Payment terms below)
2. Payment methods available include bank transfer, debit card, cheque and cash.

3. Additional Deposit

1. An additional deposit may be required for all non-service bookings when black trays, glassware, crockery or utensils etc. are provided by Highland Catering Services for use by the Client during their event.

4. Booking Confirmation

1. Once the Clients deposits have been received a receipt will be issued by Highland Catering Services together with a formal confirmation letter which will include your draft menu, event summary and estimated costs based on the number of guests and selections made by the Client.

5. Variations to the Price

1. All bookings are subject to minimum guest numbers which will be confirmed by Highland Catering Services at the time of booking.
2. Any variation to menu selections for children must be discussed with Highland Catering Services as soon as possible so menus can be revised accordingly.

6. Payment of Total Event Costs Prior to Event

1. Payment in full is required for all catering services to be provided by Highland Catering Services prior to the event. Final guest numbers must be confirmed to Highland Catering Services no later than 28 days prior to the event.
2. The information provided at this point will be used to produce your total event cost invoice, arrange staff and co-ordinate with your venue. Once our invoice is received by the Client payment must be received no later than two weeks before the event. After final numbers have been provided to Highland Catering Services we are happy to accept any increases in requirements however no reduction will be possible.
3. Should Highland Catering Services be advised of any increases following payment and less than two weeks prior to the event, Highland Catering Services reserve the right to accept these and will raise an additional invoice following the event for these guests or extras food needed, payment will then be due for immediate settlement by the Client.

7. Cancellation Charges

1. In the unfortunate event of a booking having to be cancelled confirmation in writing will be needed by the Client. Your deposit will be retained if this falls within 28 days of the event and the full balance will be held if cancelled within 14 days.
2. The total event cost will be based on the numbers of guests scheduled, at the agreed price per head.
3. Any additional costs incurred by Highland Catering Services in preparation for the event up until the time of cancellation will be charged to the Client. This is to cover any losses caused to Highland Catering Services for administration costs, travel, supplies etc. and will be discussed fully in event of cancellation.

8. Dietary Requirements and Allergies

1. Highland Catering Services will endeavour to provide suitable adaptations to the Clients menu for any guests with special dietary requirements or allergies. We cannot however take responsibility for any guests unless advised in advance (no less than 25 working days prior to the event).

9. Clients Food and Drinks

1. We accept no liability for any food supplied to the Client by another caterer (or food products suppliers by the Client themselves) in addition to those arranged by Highland Catering Services.
2. Where the Client has made additional arrangements (for example an evening hog roast) Highland Catering Services will require a Food Disclaimer Form will be completed and returned no later than 25 working days prior to the event.
3. Highland Catering Services will happily serve a Clients arrival drinks, table wines etc. during their event subject to waitress fees or corkage, please ask for further details.

10. Client's use of Highland Catering Services' Property and Clients Personal Property or Gifts

1. The Client agrees to pay for any loss or damage to any equipment, crockery, cutlery or glassware supplied by Highland Catering Services for the event, including any issues caused by the Client guests.
2. The use of candles by the Client for centerpieces or decoration where Highland Catering Services have supplied table linen is strictly

3. Any damaged linen because of the use of felt tip pens will result in an additional charge payable by the Client after the event.

4. Highland Catering Services will not be held responsible for the theft, lost or damage to any personal effects of the Client or gifts brought on to premises by the Client guests.

12. Liability of Highland Catering Services

1. Highland Catering Services accept no liability under any claim whatsoever arising (be it by negligence or otherwise) for any loss over the figure of the existing Highland Catering Services Public Liability Limit of Indemnity. Note that this figure which may change from time to time, is available upon request.

13. Force Majeure

1. Highland Catering Services shall incur no liability to the Client if performance of the contract is prevented or hindered by any case whatsoever beyond Highland Catering Services' control and in particular 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.

Please sign and date below, to indicate that you accept these terms and conditions and return a signed copy to us.

Signed by _____ on behalf of the client.

Date _____

Signed by Dason MacAlpine on behalf of Highland Catering Services.

Date 04/01/23