

Terms & Conditions

Portsmouth Private Chefs

Portsmouth | Hampshire | South Coast

These Terms and Conditions apply to the following, as may be applicable:

- The Company's supply of private chef and catering services to individuals, households, and firms.
- The Company's supply of chef staffing and hospitality services to third-party clients.

The contract will be between the Company (referred to as "Portsmouth Private Chefs," "we," "us") and the Customer (referred to as "you," "your"). These Terms and Conditions do not affect your statutory rights as stated by the laws of England and Wales.

1. Menu & Quotations

1.1. All quotations are subject to confirmation in writing and become binding only once you have accepted the quote and agreed to these Terms & Conditions.

1.2. We reserve the right to adjust prices if significant menu changes are made by you after confirmation, or if additional services are requested at short notice, which may increase costs. Any price adjustments will be notified to you in writing promptly.

1.3. We cater for dietary requirements and allergies only if these have been communicated and confirmed in writing prior to the event. Although all care is taken, we cannot guarantee a completely allergen-free environment, and consumption is at the guest's own risk.

1.4. Perishable food items should be consumed within two hours of serving. We cannot accept responsibility for food consumed after this period or removed from the event location.

2. Services & Pricing

2.1. All prices exclude VAT unless otherwise stated.

2.2. We reserve the right to adjust prices in line with changes to VAT or other applicable taxes.

2.3. Prices include tableware and professional chef staffing as specified in your event quotation.

- 2.4. Final guest numbers must be confirmed in writing at least 14 days before the event. Changes after this date may not be accommodated or may incur additional charges.
- 2.5. For events at external venues, travel and parking charges may apply.
- 2.6. Gratuities are discretionary and are not included in the price or charged automatically.
- 2.7. Our contract with you comes into effect once your deposit is received in cleared funds.

3. Deposit & Payment

- 3.1. To secure your booking, a 50% non-refundable deposit of the total event cost is required.
- 3.2. The remaining balance must be paid no later than 14 days before the event date unless otherwise agreed in writing.
- 3.3. Payments can be made via bank transfer, card payment, or other methods as agreed.
- 3.4. Failure to pay the balance on time may result in cancellation of the booking and forfeiture of the deposit.

4. Cancellation

- 4.1. Cancellation must be confirmed in writing.
- 4.2. The 50% deposit is non-refundable in all cases of cancellation.
- 4.3. If you cancel less than 7 days before the event, you will be liable to pay 100% of the total agreed price.
- 4.4. We reserve the right to cancel bookings due to unforeseen circumstances, in which case we will refund any monies paid but accept no further liability.

5. Liability

- 5.1. We are committed to providing a safe and professional service but are not liable for any indirect, consequential, or special losses.
- 5.2. We cannot accept liability for loss or damage to personal property or for allergic reactions beyond reasonable precautions.
- 5.3. The maximum liability of Portsmouth Private Chefs shall not exceed the total amount paid for the services.

6. Equipment

6.1. We provide all necessary cooking equipment and tableware, and reserve the right to charge for loss or damage caused by you or your guests.

6.2. Additional equipment requested or required due to changes in event details may incur extra charges.

7. Governing Law

7.1. These Terms & Conditions are governed by the laws of England and Wales.

7.2. Both parties submit to the exclusive jurisdiction of the courts of England and Wales.

Please contact us if you have any questions about these Terms & Conditions.