

Portsmouth Hospitality Group Terms & Conditions

(Applicable to all subsidiaries, including Portsmouth Private Chefs, Portsmouth Catering, and the Portsmouth Culinary Association)

Registered Operations:

Portsmouth | Hampshire | South Coast

Introduction

These Terms & Conditions ("Terms") govern all services, training, and business activities provided by **Portsmouth Hospitality Group** and its subsidiaries:

- **Portsmouth Private Chefs** (bespoke dining experiences)
- **Portsmouth Catering** (event and contract catering)
- **Portsmouth Culinary Association (PCA)** (training, networking, and professional development)

References to **"the Company", "we", "us", or "our"** refer to **Portsmouth Hospitality Group** and/or the relevant subsidiary providing the service.

References to **"you" or "your"** refer to the client, customer, participant, or contracting party.

These Terms do not affect your statutory rights as protected under the laws of England and Wales.

1. SERVICES & ENGAGEMENT

1.1. Each service provided by the Company is subject to written confirmation and a signed agreement or accepted quotation.

1.2. We reserve the right to refuse bookings or engagement requests at our discretion.

1.3. By confirming a booking, you agree to these Terms & Conditions in full.

2. MENU, TRAINING & EVENT SPECIFICATIONS

2.1. All quotations, menus, and training outlines are subject to confirmation in writing.

2.2. Amendments to agreed menus, services, or programmes may incur

additional charges if they result in higher costs or operational changes.

2.3. Dietary requirements and allergies must be communicated in writing prior to confirmation. While all reasonable precautions are taken, we cannot guarantee an allergen-free environment.

2.4. Food served at events should be consumed within two hours. The Company cannot accept liability for food consumed beyond this period or removed from the venue.

© 2025 **Portsmouth Hospitality Group**. All Rights Reserved.

3. PRICING & PAYMENT

3.1. All prices exclude VAT unless otherwise stated.

3.2. The Company reserves the right to adjust prices in line with changes to VAT, supplier costs, or other applicable taxes.

3.3. A **50% non-refundable deposit** is required to confirm bookings unless otherwise agreed in writing.

3.4. The remaining balance is due no later than **14 days before the event or service date**.

3.5. Payments are accepted by bank transfer, card payment, or other agreed methods.

3.6. Failure to pay within the specified timeframe may result in cancellation and loss of the deposit.

4. CANCELLATION & REFUNDS

4.1. Cancellations must be submitted in writing to the relevant subsidiary.

4.2. Deposits are non-refundable in all circumstances.

4.3. Cancellations made within 7 days of the scheduled date will incur **100% of the agreed total fee**.

4.4. The Company reserves the right to cancel services due to circumstances beyond reasonable control (e.g., illness, force majeure, or supplier failure). In such cases, a full refund of monies paid will be issued, but no further liability will be accepted.

5. LIABILITY & INSURANCE

5.1. The Company will deliver all services with due care, skill, and professionalism.

5.2. We are not liable for indirect, consequential, or special losses, including

business interruption or reputational damage.

5.3. We accept no responsibility for loss or damage to personal property, or for allergic reactions beyond reasonable precautions.

5.4. Our total liability shall not exceed the amount paid for the specific service provided.

5.5. The Company maintains full public liability and employer's insurance cover for all operations.

6. EQUIPMENT & PROPERTY

6.1. All equipment provided remains the property of the Company unless sold or transferred in writing.

6.2. You are responsible for loss or damage to Company property caused by you or your guests during service.

6.3. Replacement or repair costs will be invoiced accordingly.

© 2025 **Portsmouth Hospitality Group**. All Rights Reserved.

7. TRAINING, MENTORING & MEMBERSHIP (PCA)

7.1. Participants in PCA programmes must adhere to professional standards, attendance requirements, and conduct expectations.

7.2. PCA membership fees, where applicable, are non-refundable and non-transferable.

7.3. The Association reserves the right to remove members or participants for misconduct, breach of policy, or reputational harm to the organisation.

7.4. All training materials, manuals, and resources remain the intellectual property of **Portsmouth Hospitality Group** and may not be reproduced or distributed without written consent.

8. HEALTH, SAFETY & HYGIENE

8.1. All operations comply with UK Food Safety, Health & Safety, and Environmental Health legislation.

8.2. Clients are responsible for ensuring the venue is equipped with adequate facilities (water, power, waste disposal, etc.) where applicable.

8.3. Staff are required to wear approved uniforms and PPE, maintaining the highest standards of hygiene and presentation.

9. DATA PROTECTION & CONFIDENTIALITY

9.1. The Company collects and processes personal information in accordance with UK GDPR and Data Protection laws.

9.2. Information shared between the parties shall remain confidential and used solely for the purpose of delivering agreed services.

10. GOVERNING LAW & JURISDICTION

10.1. These Terms & Conditions are governed by and construed in accordance with the laws of England and Wales.

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

11. COMPANY STRUCTURE

Portsmouth Hospitality Group operates as a unified entity encompassing:

- **Portsmouth Private Chefs** – Private dining and bespoke gastronomy.
- **Portsmouth Catering** – Event, venue, and contract catering solutions.
- **Portsmouth Culinary Association (PCA)** – Professional development, chef training, and industry collaboration.

Each subsidiary functions under these Terms with additional brand-specific conditions as applicable.