



Terms and conditions of booking

Menu and Dietary requirements

To ensure that all dietary requirements are met at your event, it is imperative that you inform us of all allergies and intolerances at least 2 weeks prior to the event. This **MUST** take into account yourselves, as well as all of your guests.

We will always have our 'Allergen Folder' with us and available at prebooked events. This has full allergen information for all food served at the event.

The Quote

If your enquiry is more than six months ahead, you will receive an estimate of costs based on our current pricing. We will need to produce a more accurate quotation/invoice approximately 3-6 months before the event date, to ensure that we factor in inflation since your initial enquiry. We hope to be able to work within 10% of the estimate, however please be aware that this is not a guarantee and in extreme economic situations this may be more, or possibly less.

If your enquiry is less than 6 months ahead, we will send you a quotation.

All estimates and quotes are valid for 3 weeks and are only valid for the number of guests stated on the quotation. If your guest numbers increase/decrease, be aware that this will affect your quote details and this is not calculated on a per head basis.

All quotes are reviewed three months prior to the event and may increase if there have been significant changes in supplier costs.

Payments

Your date will only be secured in our event diary once the 'Save the date' fee of £300 is paid. This is non-refundable and non-transferable. If we are providing desserts for your event, an additional £50 save the date fee is also required. *(This fee is subtracted from your full balance, and is not an additional charge.)*

In extreme circumstances, when you may have to consider cancelling or changing your booking, we will try our utmost to work with you to avoid losing any monies paid. We understand that cancellations are sometimes unavoidable and we will work with you to come to a resolution, where possible. It is not our intention to keep your monies, however this money is not just to cover our costs; a proportion of it also goes towards securing our trusted suppliers. If we are able to make the necessary changes to your booking, please note that your estimate or quote may be amended to reflect any changes e.g. price increases, further travel costs, longer staffing costs etc. If we are not able to accommodate any requested changes, or you wish to make further changes to your initial estimate/quote, any save the date fee or percentage advance payment will remain non-refundable.

At around 3 months prior to the event, the final menu and more accurate numbers are to be agreed and the invoice is issued. At this point, a 25% advance payment of the full amount is payable – amount as detailed on the invoice payment schedule. This is non-refundable and non-transferable.

The outstanding balance must be cleared 2 weeks prior to the event, along with confirmation of all dietary requirements, timings, confirmation of full venue address and details, and final guest numbers.

Payments made by bank transfer are preferred. Late payment fees will be applied to your account if any payments are not made by the dates detailed on your payment plan. If the final payment is late, this could result in your booking being cancelled, and fees already paid to Sizzler being retained.

Photographs and other media

We reserve the right to photograph and film the food, barbecue set up, venue and service area at your event for our own reference and publicity (this may include live videos on social media platforms). We may use these for publicity and marketing purposes e.g. on social media platforms and our website. If you wish to discuss this further, please email us prior to your event.

Leftovers

In accordance with appropriate health guidance, we (Sizzler Barbecue Caterers) reserve the right to discard any leftover food items, after the agreed service timings, where there is reasonable risk for food borne illness to occur.

These terms and conditions are sent to you, by email, with your first estimation/quotation. We review our terms and conditions regularly and will send you an updated copy as soon as it is implemented.

By paying your save the date fee, or any other part of the payment plan, this acknowledges receipt of our terms and conditions, and demonstrates that you agree to and accept all the terms and conditions as set out in this contract. Please get in touch with us immediately, if you have any questions, or need further clarity, about anything detailed within this document.