

# Terms & Conditions

The terms and conditions are the basis of all contracts between Hungry Mule Catering and the Client for services supplied.

## 1. Payments

- 1.1 A non-refundable payment of 25% of the balance is payable in order to confirm the booking
- 1.2 The remaining balance is payable no later than 7 days prior to the booking.
- 1.3 If payment has not been made 14 days after the event Hungry Mule Catering reserve the right to charge 3% over the interest rate set by Lloyd's PLC.
- 1.4 Cancellation of the event 7 days or more before the event will result in a charge to the client of the 25% deposit.
- 1.5 Cancellation of the event 7 days or less prior to the event will result in the client being accountable to 100% of the price.
- 1.6 Confirmation of final numbers must be made no later than 7 days prior to the event unless there are mitigating circumstances to be accounted for at the discretion of Hungry Mule Catering.
- 1.7 Contract change within 7 days of the event. If there is a decrease in numbers within this timeframe then there will be no reduction in price as provisions will already have been made by Hungry Mule under the contract.
- 1.8 Any increase in numbers will see a rise in price negotiated on an event by event basis.

## 2. Equipment

- 2.1 All equipment hire through Hungry Mule Catering is subject to a 10% damage waiver to cover any breakage, damage or loss. This is subject to a £500.00 excess to be paid for by the client.
- 2.2 Any breakages and damage must be paid for by the client. Refusal of payment and the 35% charge will become non refundable.

## 3. Staff

- 3.1 Hungry Mule Catering will supply staff to the client at a price and terms agreed on an event by event basis.
- 3.2 Any staffing booking is subject to a minimum of 3 hours work for one member of staff.
- 3.3 A booking of 2 - 12 people will be subject to a minimum of one member of staff provided.
- 3.4 13 - 22 people will be subject to a minimum of 2 members of staff.
- 3.5 23 people and above will be subject to a minimum of 3 members of staff.
- 3.6 All staff bookings are to be arranged on an event by event basis subject to style of catering, venue, location, facilities and number of people.

## 4. Sub-Contractors

4.1 Hungry Mule Catering accept no liability or responsibility in respect of any sub-contractor, the sub-contractors staff, representatives, service or equipment engaged for the client in any part of damage and loss.

## 5. Food Safety

- 5.1 For buffets or foods served at ambient temperature food should not be left out for anymore than 3 hours. All left over food will be taken off site unless previously discussed or stated by the client.
- 5.2 Mule Express deliveries should be cooked to a core temperature of 75 degrees or above and should only be cooked and heated once. Our finishing instructions are a guideline only with Hungry Mule not liable for the food being cooked through properly by the client and any subsequent illness caused.
- 5.3 If the Mule Express delivery is to be made 3 hours or more before the time of eating then suitable refrigeration arrangements must be made.

## 6. Venue

- 6.1 Access to the venue may be required by Hungry Mule Catering, its staff, representatives or sub-contractors prior to, or after the event.
- 6.2 The client will be subject to a charge of 50pence per mile for venues not within a 15 mile radius of DT6 6HG.

## 7. Disclaimer

7.1 Hungry Mule Catering does not accept any liability for non-completion of the event or for delays resulting from adverse weather conditions, traffic accident or road closure, civil riots or strikes affecting the trade, fire flood or other natural disaster, or for any other event which is beyond Hungry Mule Caterings control.

"On payment of the 25% deposit the client formally adheres to all of the terms and conditions stated"

