

KOLDEN KITCHEN

Terms and conditions

1. QUOTATIONS

All quotations provided by KoldenKitchen are initial estimates and subject to adjustments based on final guest numbers, specific event requirements, and menu selections. Our service areas include the UK and France, catering to events with up to 500 guests. The minimum order requirement is £750 on weekdays and £1000 on weekends for events requiring on-site staff. For delivery-only catering, the minimum order is £500.

We do not charge for VAT. We charge a 12.5% service charge on all our services covering setup, coordination, research time and intensive planning.

2. FINAL GUEST NUMBERS

Final confirmation of guest numbers and any dietary requirements must be provided at least one week prior to the event, unless otherwise arranged in writing with KoldenKitchen.

3. BOOKING CONFIRMATION

A booking is confirmed upon receipt of a 50% deposit based on the latest agreed quotation. This deposit will be deducted from the final invoice issued post-event.

4. PAYMENTS

The final invoice will be issued within seven days following the event and is due within 14 days of issuance. Payments should be made via BACS to the bank details provided on your quote. Your quote number or last name can be used as the payment reference. Late payments are subject to a £50 reminder fee and a 10% monthly administrative charge.

5. FLEXIBLE PAYMENT PLAN FOR BIG EVENTS & WEDDINGS

Understanding the importance and scale of big events and weddings, KoldenKitchen offers a convenient installment payment plans that allows you to spread the cost of your event over a period of time. This payment structure is intended to provide flexibility and peace of mind, allowing you to focus on the excitement of your event without financial strain.

Payment Options:

Standard Plan:

50% deposit of the total cost payable upfront followed by monthly payment up to a year. The remaining balance is divided into equal monthly installments.

Extended Plan:

25% deposit of the total cost payable followed by monthly Payments: The remaining balance is divided into monthly installment payment, up to a year.



6. CANCELLATION POLICY

Cancellations affect both planning and logistics; therefore, the following cancellation fees apply (as a percentage of your most recent confirmed quote):

- More than 3 months prior to the event: 50% cancellation fee
- 1 to 3 months prior to the event: 75% cancellation fee
- Less than 1 month prior to the event: 100% cancellation fee

Any liability to sub contractors and third-party supplier or other direct costs or expenses incurred on behalf of the client, such as pre-ordered materials and reserved services, will also be charged to the client.

This applies to cancellation and event rescheduling unless otherwise agreed with koldenkitchen in writing.

7. ALLERGIES AND DIETARY REQUIREMENTS

KoldenKitchen advises guests with severe allergies to discuss their needs with us directly. While we strive to accommodate dietary requirements, we cannot guarantee complete absence of allergens due to potential cross-contamination in our kitchen.

8. MENU PRINTING & NAME TAGS

Menu printing is provided at a cost of £2 per menu to reflect the bespoke nature of each event. Name tags are £1 each.

9. WASTE MANAGEMENT & CORKAGE

Rubbish and recycling removal is charged at £1 per guest. KoldenKitchen ensures that all event-related waste is managed and disposed of responsibly by the end of the following day for larger events.

We do not charge a Corkage fee.



10. STAFF AND SERVICE

Staffing needs for each event are determined based on the specific requirements of the event. KoldenKitchen charges £17.50 per hour for a head chef and £15 per hour for additional staff. Staff transport costs to and from the event location will be explicitly stated and charged at cost in the final invoice.

11. MULTI-DAY EVENTS AND STAFF ACCOMMODATION

For events spanning several days, specific arrangements are necessary to accommodate our staff. KoldenKitchen ensures that our team's professionalism is maintained throughout the event duration by providing them with suitable accommodations. If accommodations are not arranged by the client, they will be sourced by KoldenKitchen and the costs, including transportation to and from the event site, will be added to the final invoice. For overnight stays, an additional fee will be charged to cover the time staff are required to remain on-site outside of regular event hours. Additional charges may apply for services rendered on bank holidays.

12. EVENT DELAYS

KoldenKitchen accommodates event timing adjustments notified at least 30 minutes prior to the scheduled start. Delays extending service beyond the agreed time are charged at £20 per staff member per additional hour.

13. THIRD-PARTY SERVICES AND COMMISSIONS

For the comprehensive planning, catering, and styling of events, KoldenKitchen often collaborates with third-party vendors to ensure every aspect of your event is handled with the utmost precision and luxury. We charge a 15% commission on all outsourced services. This fee covers the coordination time and logistics management required, whether for national or international events. This ensures that every element of your event seamlessly contributes to an exceptional experience.

14. CLEANING FEE FOR LINENS

To ensure the highest standards of cleanliness and presentation, a cleaning fee will be applied for the use of linens, including napkins and tablecloths. This fee covers professional laundering to maintain the quality and appearance expected at your event. This specific fee will be included in your event quote and is dependent on the quantity and type of linens used.

15. ADDITIONAL TERMS

KoldenKitchen reserves the right to update these terms as necessary to ensure the highest quality of service and client satisfaction. Clients are encouraged to review terms regularly and maintain open communication with our team to address any questions or specific needs.



16. PRIVATE CHEF SERVICE by KoldenKitchen

Experience the luxury of having a gourmet meal prepared in the comfort of your own home or venue. Whether it's a special family gathering or a sophisticated dinner party, KoldenKitchen offers bespoke private chef services that promise to transform your event into a memorable culinary journey.

SERVICE DETAILS

Preparation and Delivery: Our menus are crafted to perfection and delivered 2 hours prior to service to ensure freshness and quality.

For larger events or extensive menus, additional preparation time may be estimated.

Staffing: Tailored to your event's specific needs, staffing can include a head chef, service assistants, waiters, hosts, and bartenders.

PRICING STRUCTURE

Half-Day Service (5 hours): £500

Full-Day Service (10 hours): £1000

Includes service by the head chef.

ADDITIONAL CHARGES

Additional staff (if required): £15 per hour per staff member.

Menu Cost: Charged as per actual food costs incurred.

Transportation: Staff transportation to and from the event location will be billed at cost.

Service Charge: A 12.5% service charge will be applied to cover administrative and operational costs.

We charge a 15% commission on all outsourced services: This fee covers the coordination time and logistics management required, for national or international events.

Bank Holidays: Additional charges may apply for services rendered on bank holidays.

CANCELLATION AND RESCHEDULING

Any direct costs or expenses incurred on behalf of the client, including liabilities to subcontractors and suppliers, will be charged to the client.

Specific cancellation fees apply unless otherwise negotiated and documented in writing.

ENHANCEMENTS AND CUSTOM REQUESTS

We are pleased to accommodate special requests and additional services to make your event unique. These may be subject to additional charges, reflecting the bespoke nature of your event.