



Please note that the following document is formed of two different sections, with information specifically relating to separate contractible services.

We value clarity and want to provide a thorough understanding of all our terms of sale before engagement, therefore, please ensure you are referring to the correct page for terms relevant to the service you are considering contracting.

Page 1.           Event Planning, Management and Catering Services, for Wedding and Event Bookings

Page 4.           Hire of Overnight Accommodation



## Term and Conditions for Event Planning and Management and Catering Services

### Definitions

“Booking” means an agreement between You and Us for the provision of Services

“Deposit” means any monies paid by You to Us pursuant to clause 1.a, 3.c.ii or 3.c.iii

“Services” means any event planning, management or catering services provided by Galloping Gourmet for wedding events

“We”, “Our”, “GG”, “Galloping Gourmet” and “Us” means The Galloping Gourmet (Coulsdon) Limited

“You” and “Your” means any person entering into a Booking

These Terms and Conditions govern any Bookings and govern any liability We may have in relation to Bookings or the Services:

#### **1. Deposit**

- a. A non-refundable Deposit of £1,500+VAT must be paid by You to make a Booking.

#### **2. Cancellation by You**

- a. If You wish to cancel Your Booking, for whatever reason, You must do so in writing, confirming that You have also released Your booking with the venue. The cancellation of your Booking will come into effect on the date that We receive Your written cancellation.
- b. If You cancel Your Booking:
  - i. more than nine calendar months before Your event is due to take place, We will retain the Deposit only;
  - ii. between nine to six calendar months (inclusive) before Your event is due to take place, You agree to pay Us a further charge of £1,500.
  - iii. less than six calendar months before Your event is due to take place then, You agree to pay Us a further charge of £3,000.
- c. All charges are made on Our standard terms of business.
- d. Notwithstanding clause 2.b, if at any time We are able to make a replacement Booking for the date of Your cancellation, We will refund to You any payments already paid to Us by You less £750+VAT to cover the costs and expenses We incur in connection with Your Booking.
- e. It is Your responsibility to notify Your Suppliers of Your cancellation. Please note that notifying Your Suppliers of a cancellation does not cancel Your Booking. To cancel Your Booking You must follow the procedure set out in this clause 2.

#### **3. Change of date**

- a. If You wish to change the date of Your Booking, agreement to do this will be at Our sole discretion and will otherwise be treated as a cancellation in accordance with clause 2.
- b. You must confirm in writing that You wish to cancel Your original Booking date and confirm the new date.
- c. If We agree to change the date of Your Booking:
  - i. more than nine calendar months before the original date of Your event, We will carry over Your original Deposit paid in respect of the original Booking date for the new Booking date;

- ii. between nine to six calendar months (inclusive) or less before the original date of Your event, Your original Booking will be treated as a cancellation and We will retain Your original Deposit.  
A new Deposit of £1,500+VAT must be paid by You to book the new date.
- iii. less than six calendar months before the original date of Your event, Your original Booking will be treated as a cancellation and We will retain Your original deposit. An additional new Deposit of £1,500+VAT must be paid by You to book the new date.
- d. Notwithstanding clause 3.c.ii or 3.c.iii, if at any time We are able to make a replacement Booking for the date of Your cancellation, We will refund to You any payments already paid to Us by You in respect of the original date less £150+VAT to cover the administration costs and expenses We incur in connection with Your change of date.
- e. Any change of date agreed by Us will be subject to the prevailing catering prices for the new date and any special offers or discounts will not be available to the new date.

#### **4. Food and drink supply**

- a. Galloping Gourmet must provide all catering and bar facilities exclusively:
  - i. It is prohibited to provide Your own supply of any food or drink (alcoholic or soft) of any type whatsoever.
  - ii. It is prohibited for You to arrange a separate supplier/vendor to provide any food or drink (alcoholic or soft) service of any kind.
- b. Notwithstanding clause 4. A, it is permissible to bring in the following items ONLY:
  - i. A traditional wedding cake which consists of fruited cake infused with alcohol and the whole coated in royal icing so that it is a low risk food type.
  - ii. Other traditional wedding cake but, if it is a high-risk food type (excluding cheese-stack cakes which must be supplied by GG in all instances) it is Your responsibility to ensure it is delivered in a temperature controlled vehicle with temperature control procedures pursuant with Environmental Health food safety guidance and regulations.
  - iii. Sugar and jelly confections such as children's sweets which must still be in the original sealed containers in which they were prepared for sale/supply by the manufacturer.
  - iv. Pre-prepared low risk food items for use as a *table favour* or gift for guests at their place setting such as sugared almonds or similar.
- c. Before You purchase or make a commitment please check with the GG events team first for approval for any food or drink item you wish to provide.

#### **5. Cancellation by Us**

- a. In the unlikely event (and where You are not in breach of these Terms and Conditions) that it is necessary for Us to cancel Your Booking, We will notify You as soon as possible and We shall refund to You any and all Payments You have made to Us.
- b. We reserve the right to cancel Your Booking and return any funds paid without liability.

#### **6. Information**

- a. Confirmation of final numbers, menus, timings, special dietary requirements and all other details is required at least one month before the event date unless a different time-scale is mutually agreed. Your final invoice will be based upon these details. We cannot guarantee to accept any changes thereafter and no changes will result in a reduction of Your final invoice.

#### **7. Payment**

- a. The full, remaining balance payment for your Booking must be received by Us and cleared by Our bank not less than four weeks before the event date.

- b. The final balance payment will be net of any Deposit already paid by You in respect of your Booking (but excluding any Deposits retained by Us in respect of cancelled dates pursuant to clause 3.c.ii or clause 3.c.iii)

**8. Prices**

- a. All prices, minimum numbers and exclusions are as per the details published at the time of making the Booking.
- b. We make a minimum catering charge equivalent to 50 adults at the standard package menu price prevailing at the date of Your event
- c. Package prices prevailing for the date of Your event at the date of entering into the Booking will be held until the date of Your event.

**9. Event management**

- a. Galloping Gourmet is not responsible for any delays or changes resulting from unforeseeable circumstances or any failure of a third party.
- b. We cannot absolutely guarantee the timings for Your event or food service.
- c. Although We will endeavour to keep safe any lost property, We cannot be held responsible for the loss, damage or theft of any personal items, including any wedding presents or table favours You may ask Us to handle.
- d. If You have chosen any items that might cause damage or staining such as red wine or dark sauces, We cannot be held responsible for any damage to property or clothing caused by spillages or such accidents. Our waiting staff will endeavour to take due care, but such accidents in a busy venue are unpredictable. You accept that We cannot be held liable for damage to wedding dresses or other such high value items.
- e. We reserve the right to change without notice any aspect of the meal and service in the event of circumstances arising beyond Our control.
- f. We are not responsible for the provision any services at the venue other than catering and bar services. You must separately contract with all other service providers You may deem necessary on Your own terms including, but not limited to, on-site security, caretaking, child supervision and cleaning during Your event.
- g. Whilst We will endeavour to clean up any spillages and breakages directly related to the provision of Our catering and bar services, We cannot take responsibility for such incidents or accidents not directly related to the catering or bar, or for any accidents related to other parts of Your event or to activities run by other contractors organised by You such as music, dancing or other entertainment.
- h. If at any stage during Your event You are in any way concerned about any aspect of Our service, please bring it to the immediate attention of the front of house staff in order for Us to attempt to resolve the matter. We are largely unable to resolve any such problems after the event.
- i. We use various food images for Our marketing, literature, websites and events. Whilst We endeavour to ensure that these are a true representation of food prepared by Our chefs, actual presentation and content may vary.
- j. Whilst We endeavour to invite all clients to a tasting event, We cannot guarantee that We will be able to offer a tasting to all clients, particularly for bookings made with less than 12 months' notice. If clients are unable to attend Our tasting events taking place on particular dates, We cannot guarantee that We will be able to provide a tasting on a different date.
- k. As We are unable to guarantee appropriate temperature controls and/or product handling we, are unable to provide any leftover food for You or any guests to take away from the venue after service has been completed.



## GALLOPING GOURMET

- i. Whilst We provide waiting, bar and front of house staff, We are unable to supervise the welfare and safety of Your guests or contractors, including any children, and You must carry out Your own risk assessment as You deem necessary and make Your own supervision arrangements, especially where there are water features or other potential hazards present.
- 10. Allergies**
  - a. We will endeavour to cater for any special dietary requirements listed in Your confirmation of final details. However, We cannot absolutely guarantee the absence of certain food groups (including nuts and gluten) from Our food or kitchen. For a list of which of the 14 most prominent allergens are included within dishes, refer to:  
[www.gallopinggourmet.co.uk/allergies](http://www.gallopinggourmet.co.uk/allergies)
- 11. Alcohol**
  - a. Galloping Gourmet must provide all alcohol stock, sales and service exclusively.
  - b. It is prohibited for You or any of Your guests to supply any alcoholic beverages whatsoever.
  - c. Additional wine prices are fixed only at the point of payment of the final balance, NOT the initial deposit.
  - d. Bar tariffs are subject to change at any time.
  - e. All alcohol provision is subject to the conditions imposed by the local authority and the premises license in force:
    - i. Attendees Under 16 years of age are prohibited from consuming or purchasing alcohol.
    - ii. Attendees Under 18 years of age can ONLY consume beer, wine or cider and ONLY if served by GG personnel and then ONLY during the meal and ONLY whilst sat at the table and accompanied by an adult – NEVER from the licensed bar even if bought by an over 18 year old.
    - iii. We reserve the right to require any of Your guests to vacate the premises and leave the site immediately should they be in transgression of any of the conditions within this document.
    - iv. We must and will suspend alcohol service and sales temporarily or indefinitely, and We may terminate the event celebration immediately for the following reasons:
      - Failure of any of Your guests to vacate the premises and leave site when required to do so by GG staff.
      - Where prohibited alcoholic beverages are being supplied or consumed by Your guests.
      - Excessive drunkenness.
      - Disorderly, threatening or lewd conduct is exhibited by any of Your guests as determined by GG staff.
      - GG staff suspect or witness drug taking.
      - Damage is caused to property at the venue by any of Your guests as determined or suspected by GG staff.
- 12. Assignment**
  - a. We reserve the right to sell or otherwise transfer or assign Our rights or obligations under Our contract with You.
  - b. Your Booking is specifically for Your wedding celebration. The Services are not transferable wholly or in part by You to any other type of event, date or client.

If you require clarification of any aspect of our service or terms and conditions, please do not hesitate to contact us on +44 (0)20 8916 2146. Galloping Gourmet is a company registered in England and Wales under company no:



05134595. The Galloping Gourmet (Coulston) Limited, Unit 14, Capital Business Centre, 22 Carlton Road, South Croydon, Surrey CR2 0BS



## Term and Conditions for the hire of overnight accommodation

“We”, “Our”, “GG”, “Gallopimg Gourmet” and “Us” refer to The Gallopimg Gourmet (Coulsdon) Limited “You” and “Your” refer to clients of Gallopimg Gourmet at either:

We will undertake to provide the agreed services subject to the following Terms and Conditions:

1. The overnight accommodation is available only when booked in advance alongside a confirmed wedding booking by the wedding couple (meaning the bride and groom or partners named on the wedding venue booking confirmation within). The hire price of the overnight accommodation includes all bedrooms and breakfast for each overnight guest.
2. Full payment of the total hire price must be made at the time of booking by the wedding couple, this payment is non-refundable. We recommend that you take out cancellation insurance to cover this cost in case you need to cancel your wedding and accommodation for any reason.
3. The total hire price of the overnight accommodation is payable regardless of the number of rooms occupied.
4. All prices, minimum numbers and exclusions are as per the details published on or within relevant web sites and literature at the time of booking (i.e. the date that the account settlement is received as cleared funds by us).
5. Any change/transfer of date of your event will be treated as a new accommodation booking and can only be secured by payment of a new and full hire price and will be accepted on the T&C and prices prevailing at the date of the new booking.
6. If the associated same-date wedding is cancelled by you your overnight accommodation booking will also be cancelled and no refund will be made.
7. We are not responsible for any delays or changes resulting from circumstances beyond our control or any failure of a third party.
8. We will provide breakfast for all overnight guests, served between 8.00am and 9.00am the following morning. We will endeavour to cater for any special dietary requirements listed in your confirmation of final details. We cannot guarantee the absence of certain food groups (including nuts and gluten) from our food or kitchens. For full information relating to the 14 most prominent allergens that are present in our menus and drinks, please refer to [www.gallopimggourmet.co.uk/allergies](http://www.gallopimggourmet.co.uk/allergies)
9. Although we will strive to keep safe any lost property, we cannot be held responsible for the loss, damage or theft of any personal items, including any wedding presents or associated items you may ask us to handle.
10. We reserve the right to change without notice any aspect of the overnight accommodation or breakfasts in the event of circumstances arising beyond our control.
11. We reserve the right to require, at our absolute discretion, any clients or guests who are drunk or disorderly to leave the premises
12. If any guests are unwell an additional charge of £150 will be made per incident plus any additional charges for cleaning affected bed throws, carpets, cushions etc.
13. You and your guests must not:
  - i) Use naked flames ii) Bring any illegal, offensive or dangerous materials into the overnight accommodation.

- iii) Temporarily or permanently attach or fix anything to the walls, floors or ceilings of the overnight accommodation.
14. We take pride in providing well maintained accommodation and we ask guests to take care when staying in the overnight accommodation. You agree to report any incidents or breakages when they occur. We do not normally charge for minor breakages or damage, but we reserve the right to send you an invoice for repair or making good if the damage or breakage is significant. As you have booked the accommodation for your guests you are solely responsible and liable for any damage to or theft from the property or its contents by you or any guest of yours, or by any of your contractors or any servant of any of the above and agree to indemnify us in this regard.
  15. You are required to provide us with the names and contact details of all your overnight accommodation guests when requested six weeks before your event.
  16. The maximum permitted number of overnight guests must not under any circumstances be exceeded. They are:
    - i) For bookings made at Curradine Barns - Up to 18 adults, plus up to two children under the age of 16. Maximum occupancy: 20 persons.
    - ii) For bookings made at Bassmead Manor Barns – Up to 16 adults (including the couple in the Honeymoon suite) plus two children under the age of 16 and two infants. Maximum occupancy 20 Persons.
  17. Check-in time for your guests is between 2 pm and 4 pm in the overnight accommodation reception on the day of your hire. Any guests arriving before the check-in time will be welcome to leave their bags in the reception area prior to 2 pm, but this will be entirely at their own risk. (If we do not have guests the night before an earlier check in may be possible.)
  18. Check-out time the following morning is 10 am. Should any of your guests fail to check out by this time you will be charged a Late Leavers Fee of £75 per room per hour or part thereof.
  19. No smoking is allowed anywhere inside the overnight accommodation.
  20. No children under the age of 16 are permitted to stay unaccompanied by an adult in the overnight accommodation at any point.
  21. No dogs or any other pets are permitted to stay in the overnight accommodation during your hire.
  22. If you wish to allocate certain rooms to certain guests, you will provide us this with the appropriate details when we request six weeks prior to your event.

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