



Terms and Conditions for Use of Services

Menu Selection

Our menus are thoughtfully crafted to provide a balanced selection of dishes.

This selection is influenced by:

Seasonal Availability

- Proportions of Meat, Fish, and Vegetarian Options
- Visual Appeal and Colour
- Cooking Techniques
- Variety of Textures

We are committed to using only the freshest ingredients sourced from our nominated suppliers.

In our efforts to accommodate most dietary requirements, we can provide certain Halal products upon request. Additional options include:

- Vegan Dishes
- Gluten-Free Options
- Dairy-Free Alternatives
- Nut-Free Choices

All dietary-specific meals will be served individually on their own platters, complete with clear product information and allergen details.

Payment Terms

- To secure the services of Inferno Catering Wales Ltd, a non-refundable deposit of 50% of the original estimate is required.

Payment Schedule

- Full Payment: Due no later than 14 days prior to the event date.

Accepted Payment Methods

Payment can be made through the following methods:

- BACS Transfer
- Credit/Debit Card (Note: a 3% handling charge applies to credit card transactions)
- Cash (Accepted only with prior agreement from the Supplier)

Additional Charges

Please note that the charges do not include the cost of breakage, loss, or damage to the Supplier's equipment, tableware, cutlery, linens, etc. Inferno Catering Wales Ltd reserves the right to charge the Customer for any such incidents, provided notification is given within 14 days after the event.

The Customer will only be liable for costs related to breakage, loss, or damage caused by themselves or their attendees.

Online Booking Terms

Provisional Bookings: Provisionally booked dates will be held for 7 days and can only be confirmed upon receipt of the deposit.

- Deposit Notification: If another customer wishes to book the same date before the deposit is received, we will notify the Customer and request deposit payment within 48 hours to secure their provisional date.
- Short Notice Events: For events booked at short notice, as determined by the Supplier, the Customer will be invoiced for all charges upon signing the Event Details or confirming the order, with payment due within 7 days of the invoice date.
- Final Attendee Numbers: The Customer must notify the Supplier of the final attendee numbers and confirm any special dietary requirements no later than 7 days prior to the event.

Cancellation Terms

The Customer acknowledges that Inferno Catering Wales Ltd may need to purchase food and other consumables in advance of the event. Upon cancellation or reduction in the number of attendees, the Supplier may have already procured items that cannot be utilized elsewhere.

Limitation of Liability

Inferno Catering Wales Ltd will not be liable for consequential damages of any nature for any reason as a result of any act or circumstance beyond reasonable control, including but not limited to strikes, acts of God, fire, flood, accident, or acts of war.

Cancellation Rights

In the event of such circumstances, the Supplier shall be entitled to cancel the event with immediate notice to the Customer and shall reimburse the Customer for all charges paid as of the date of cancellation, less any reasonable preparation and administration costs incurred by the Supplier and any non-refundable deposits paid to third-party suppliers of services for the event.

Cancellation Policy

Under normal circumstances, a notice period of 4 months for cancellation is required. For events canceled with less than 4 months' notice, the following charges will apply based on the time remaining until the event:

- 1 week: None Refundable action
- 2 - 8 weeks: 20% Fee of the estimated Invoice 80% Refunded as a Credit Voucher
- 9 – 12 Week 20% Fee of the estimated Invoice 80% Refundable

Supplier Requirements

Inferno Catering Wales Ltd has specific requirements that must be met to ensure the successful delivery of catering services:

Access to Location:

- Access to the Location is required for setting up equipment and services, ideally the day before the event. If this is not possible, access should be provided in good time on the day of the event.
- Continuous access for Inferno Catering Wales Ltd and its staff is necessary while catering services are being provided.

Customer Responsibilities

The Customer must ensure that Inferno Catering Wales Ltd can enter and leave the Location without excessive restrictions.

Facilities Required:

- Access to a sink with hot and cold water supply.
- Access to clean certified drinking water.
- Access to appropriate cooking and preparation facilities.

Temporary Structures

If the event is held in a temporary structure, such as a marquee, the Customer must provide:

- A catering tent located next to or within reasonable proximity of the temporary structure.
- An uninterrupted power supply sufficient to cover all operational needs of Inferno Catering Wales Ltd at the event.

Parking and Facilities:

- Provision of a parking space and/or parking permit throughout the duration of catering services.
- Access to toilet facilities for the staff during the event.

Quality Assurance

Inferno Catering Wales Ltd is committed to maintaining the highest standards of food safety and hygiene in compliance with Government Food Hygiene regulations:

Food Consumption Guidelines:

- Cold Food: Should be consumed within FOUR hours of delivery.
- Hot Food: Should be consumed within 2 hours of delivery.

If food is left unsupervised by the client's consent after these timeframes, it will not be covered under our Public Liability Insurance.

Customer Supplied Items

If the Customer chooses to supply food and/or drink for the event, the Supplier will ensure proper handling and serving of such items.

The Supplier reserves the right to dispose of or refuse to serve any item deemed unfit for human consumption, showing signs of contamination or deterioration, or that has not been stored according to statutory and/or regulatory requirements prior to delivery.

Excess Food Disposal:

All excess food remaining at the Location at the end of the event will be removed and disposed of by Inferno Catering Wales Ltd in accordance with prevailing statutory food hygiene requirements.

If food or drink has been supplied by the Customer, the Customer will be responsible for removing any excess items, including empty bottles, unless otherwise agreed.

Service Standards

We shall provide catering services with reasonable care and skill, adhering to food catering industry standards for hygiene and general cleanliness.

This includes the preparation, cooking, handling, and service of food, beverages, utensils, and tableware, all in compliance with applicable statutory and regulatory requirements.

Price Change

Due to the current economic climate, the prices quoted for future events may be subject to change in accordance with the costs from our suppliers.

Inferno Catering Wales Ltd reserves the right to amend client quotes as necessary. Clients will be notified of any price increases as they are received.

We will make every effort to keep quotes as accurate as possible.

Environmentally Aware

Inferno Catering Wales Ltd acknowledges the importance of environmental responsibility and strives to contribute positively to the ecosystem.

Wherever feasible, we utilize local suppliers to reduce our carbon footprint.

We also aim to arrange deliveries in a consolidated manner to minimize carbon emissions.

Data Protection

We will process any personal data collected from the Customer solely for the purpose of administering the booking for the event.

Additionally, we may use this data to provide the Customer with information about other services and events organized by us, should we believe it would be of interest.

Inferno Catering Wales Ltd assures that we will not share your details with any third parties, nor will we retain sensitive information.

COMPANY INFORMATION

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