



# Terms & Conditions – Simple & Delicious Ltd.

## Definitions

- **Client:** The individual or entity making a booking with Simple & Delicious Ltd.
- **Service:** Any catering, cake, masterclass, or private chef service provided by Simple & Delicious Ltd.
- **Event Date:** The agreed date for the provision of services.
- **Deposit:** The initial payment required to secure a booking.
- **Final Payment:** The remaining balance due before the event or service date.

## General Terms

- By making a booking and paying the deposit, the Client agrees to these Terms & Conditions.
- These Terms & Conditions apply to all services provided by Simple & Delicious, including catering, bespoke cakes, masterclasses, and private chef services.
- Simple & Delicious reserves the right to update or modify these Terms & Conditions at any time. Clients will be notified of significant changes via email or through our website. Continued use of our services after such changes constitutes acceptance of the updated Terms.

## Privacy Policy

- Simple & Delicious collects personal data for site analytics, including clicks, internal links, pages visited, scrolling, searches, and timestamps.
- Clients agree to receive marketing communications unless they opt out by emailing us.

## Professional Conduct

- Simple & Delicious strives for professionalism and will not tolerate abuse, immoral, or offensive behaviour. Such behaviour may result in immediate termination of the contract without refund.
- Simple & Delicious cannot accept liability for any allergic reactions that may occur as a result of consuming our products.

## Catering Services

### Deposit & Payment

- A 50% deposit of the total invoice is required to secure your booking. The final payment must be paid 14 working days before the agreed service date.
- For large events over 60 guests, final payment must be made no later than 4 weeks before the event date.
- Deposits are non-refundable but are transferable with reasonable notice (30 days or more).
- If the deposit is not paid within 48 hours of receiving the invoice, your preferred booking date will not be secured.

### Cancellation

- Simple & Delicious reserves the right to cancel your booking at any time, for any reason. Any monies paid will be refunded within 30 days.
- The Client may cancel up to 2 months before the event date. Bookings made less than 2 months before the event are not eligible for cancellation unless the booking can be filled.



## Changes to Menu

- For events with less than **60 guests**, menu changes require a minimum of **2 weeks notice** prior to the event.
- For events with more than **60 guests**, menu changes must be requested at least **4 weeks in advance** of the event date.
- Requests for menu changes made after these deadlines may not be accommodated and could result in additional charges or limitations in menu options.
- All menu change requests must be submitted in writing and confirmed by Simple & Delicious to be valid.

## Changes to Guest Numbers

- For events with less than **60 guests**, number changes require a minimum of **2 weeks notice** prior to the event.
- For events with more than **60 guests**, number changes must be requested at least **4 weeks in advance** of the event date.
- If numbers are reduced two weeks prior to the event, the full price originally quoted must still be paid.

## Liability to Third Parties

- Simple & Delicious will not be liable for any claim for personal injury, death, loss, or damage to the Client's property, however caused.
- All equipment, china, cutlery, glassware, and linen hired on your behalf are your responsibility for the duration of the hire. Breakages, loss, or damage will be charged at current purchase prices.

## Masterclass Services

### Booking & Payment

- Payments must be made in full to confirm booking.
- A non-refundable 25% deposit is required to secure your date.
- Refund of 75% is available if cancellation is made 30 days prior to the class date. No refunds for cancellations made less than 14 days or less before the event.
- Rescheduling must be done at least 7 days prior to the class.

### Attendance & Health

- If unwell, send someone else in your place. If you have had a vomiting/diarrhoea bug within 48 hours of the class, you cannot attend.
- Admission may be refused if you are suspected to be unwell, engaging in inappropriate behaviour, or under the influence of alcohol or substances.

### Liability

- Simple & Delicious' liability shall not exceed the total price charged for any sessions/classes booked.
- Nothing in these terms excludes liability for personal injury or death caused by our negligence.



## **Photography & Marketing**

- By agreeing to these terms, you consent to being photographed and filmed during the class. These images may be used for marketing purposes.

## **Bespoke Cakes**

### **Payment Conditions**

- All prices are non-negotiable and based on design and size.
- A non-refundable 25% deposit is required to secure your cake and date.
- The balance is due 14 days before collection/delivery.
- Orders placed less than 14 days before collection/delivery will require full payment at confirmation and will incur late fee.

### **Cancellation**

- Cancellation more than 14 days before collection/delivery: deposit retained.
- Cancellation less than 14 days before: 100% of order value may be charged.
- Postponements will be accommodated where possible.

### **Design & Allergies**

- Amendments to design must be made in writing within 14 days of collection.
- Simple & Delicious cannot guarantee cakes are free from nut traces.
- Gluten-free and dairy-free cakes are not available.

### **Non-Edible Items**

- Heavily decorated cakes may contain non-edible items. These will be highlighted on the invoice and must be removed before consumption.

### **Delivery & Collection**

- Delivery charges are calculated on mileage, time, and admin fee.
- Simple & Delicious cannot be held liable for delays due to factors beyond control.
- Damage after collection/delivery is not Simple & Delicious' responsibility.

### **Private Chef Services**

### **Booking & Payment**

- A 50% deposit of the total invoice is required to secure your booking. The final payment must be paid 14 working days before the agreed service date.
- Deposits are non-refundable but are transferable with reasonable notice (30 days or more).
- No refund for cancellations less than 30 days in advance.



### **Changes to Guest Numbers**

- Reductions or increase must be notified at least 21 days in advance. No refund for reductions requested less than 21 days in advance and additional charges apply for increase in numbers.

### **Client Responsibilities**

- Kitchen must be clean and equipment ready for chef's use.
- Violent or abusive behaviour will result in immediate termination without refund.

### **Force Majeure**

Simple & Delicious shall not be liable for any failure to perform its obligations where such failure is due to circumstances beyond its reasonable control, including but not limited to war, terrorism, government restrictions, pandemics, natural disasters, strikes, or other unforeseen events.

### **Dispute Resolution**

Any complaints or discrepancies must be submitted in writing within 24 hours of service delivery.

Any disputes arising from these Terms & Conditions shall first be attempted to be resolved amicably.

### **Service Delivery Disclaimer**

- Simple & Delicious will not be liable to compensate for any mishaps, delays, accidents, or unforeseen circumstances that may occur during the delivery of our services, including but not limited to catering, cake delivery, private chef services, or masterclasses.
- While every effort is made to ensure a smooth and professional experience, Simple & Delicious cannot be held responsible for any loss, damage, or inconvenience arising from events outside of our reasonable control.

### **Allergen Disclaimer**

- Simple & Delicious takes food allergies and dietary requirements seriously. However, all food is prepared in environments where allergens such as wheat, dairy, eggs, nuts, fish, soya, and shellfish may be present.
- We cannot guarantee that any product is completely free from traces of allergens.
- It is the Client's responsibility to inform Simple & Delicious of any allergies or dietary requirements at the time of booking.

### **Accessibility**

Simple & Delicious is committed to making our Terms & Conditions accessible. If you require these terms in an alternative format, please contact us and we will provide them in large print or digital format as needed.

### **Entire Agreement**

This Agreement constitutes the entire agreement between you and Simple & Delicious and supersedes all previous agreements.

### **Contact:**

For questions, concerns, or to cancel/transfer a booking, please contact us by telephone at **07510928272** or via email [simpleanddelicious23@gmail.com](mailto:simpleanddelicious23@gmail.com)