

The Grazing Guys / Fizz Fellas Terms & Conditions:

1. Booking with The Grazing Guys / Fizz Fellas

1. All bookings must be confirmed in writing by the Client.
2. A non-refundable deposit is required to secure our services for the date of your event. This is calculated at 25% of initial invoice.
3. All bookings are subject to minimum guest numbers, this will be confirmed in writing to the client, should numbers be reduced by more than 10% we reserve the right to increase the price per head.

2. Booking Deposit

1. A booking deposit figure will be provided to the Client in writing once your booking confirmation is received. This deposit will be deducted from the total costs.
2. Payment method is via bank transfer only.

3. Payment of Total Event Costs Prior to Event

1. Payment in full is required for all services to be provided by The Grazing Guys / Fizz Fellas prior to the event. Final guest numbers must be confirmed to us no later than two months prior to the event.
2. The information provided at this point will be used to produce your total event cost invoice, arrange staff and co-ordinate with your venue. Once our invoice is received by the Client payment must be received no later than one month before the event. After final numbers have been provided to us we are happy to accept any increases in requirements however no reduction will be possible.
3. Should The Grazing Guys / Fizz Fellas be advised of any increases following payment and less than two weeks prior to the event, we reserve the right to accept these and will raise an additional invoice for the event for these guests or extra food/drink needed, payment will then be due for immediate settlement by the Client.
4. As cancellation insurance is not available to a catering supplier, the Client is advised to arrange such insurance to recover their losses.

4. Cancellation Charges

1. In the unfortunate event of an event booking having to be cancelled, confirmation in writing will be needed by the Client. Your deposit will be retained and the following charges will be incurred. This applies to event bookings only
 1. Cancellation received with less than two months notice prior to the event – 50% of the total event cost
 2. Cancellation received less than one month prior to the event – 100% of the total event cost

We are unable to offer refunds for grazing box / grazing crate (platter) bookings that are cancelled however if cancelled with 72 hours of the booking date we can look to credit the amount paid to a future booking within 6 months of the original booking date, dependent on availability.

2. The total event cost will be based on the number of confirmed guests attending at the agreed price per head. Should guest numbers be unconfirmed at the time of cancellation the total event cost will be based the originally quoted/estimated guests numbers.

3. Any additional costs incurred by The Grazing Guys / Fizz Fellsa in preparation of the event up until the time of cancellation will be charged to the Client. This is to cover any losses caused to us for administration costs, travel, supplies etc. and will be discussed fully in event of cancellation.
4. Should you wish to reschedule your event we would look to transfer any costs paid so far to an alternative date depending upon availability. Due to the current coronavirus situation we fully understand the need to be flexible and will always exercise this where possible.

5. Dietary Requirements and Allergies

The Grazing Guys/Fizz Fellas will endeavour to provide suitable adaptations to our menus for any guests with special dietary requirements or allergies. We cannot however take responsibility for any guests unless advised in advance (no less than one month prior to the event) We also cannot ever guarantee that there will not be traces of nuts in our foods as nuts are handled on a regular basis in our kitchens.

6. Client's use of The Grazing Guys/Fizz Fellas Property

The Client agrees to pay for any loss or damage to any equipment, crockery, cutlery or glassware supplied by us for the event, including any issues caused by the Clients crew.

7. Liability of The Grazing Guys/Fizz Fellas

The Grazing Guys / Fizz Fellas accept no liability under any claim whatsoever arising (be it by negligence or otherwise) for any loss over the figure of the existing The Grazing Guys Public Liability Limit of Indemnity. Note that this figure which may change from time to time, and is available upon request together with a copy of our Certificate.

8. Force Majeure

The Grazing Guys / Fizz Fellas shall incur no liability to the client if performance of the contract is prevented or hindered by any case whatsoever beyond our control and in particular but without prejudice to the generality of the foregoing, by act of fire, flood, subsidence, sabotage, accident, strike or lock out and shall not be liable for any loss or damage resulting there from suffered by the client.

9. Seasonal Produce

A lot of the produce we source is seasonal, should a particular product not be available due to availability or the time of year we reserve the right to supplement this for another suitable option.

10. Travel

We can cover events nationally however for any events held over 15 miles from Brighthouse (HD6) a travel charge will be added to your invoice charged at 0.45p per mile each way for anything over 15 miles from our base. Travel/Delivery charges will also apply to smaller order under 15 miles but be looked at on an individual basis.

11. Data Protection

We reserve the right to use details of all Events including menus, photographs and Client company names in promotional material and on our social media pages except where expressly asked not to by the Client.

12. GDPR and Privacy Policy

The Grazing Guys / Fizz Fellas are fully compliant with the General Data Protection Regulations (GDPR) and our Privacy Policy falls in line with Regulations.