

# **Terms and Conditions**

## **Our Status**

W\*Indies is a catering company that offers a collaboration of authentic Afro-Caribbean and Creole cuisine. Our aim is to offer our clients with food of the highest standard.

## **Our Services**

We will endeavour to satisfy our client's requirements, with the products or services we offer. We will identify your needs by getting relevant information from you. We will offer you alternative products for more choice:

- We can assist in all aspects of planning your event.
- Menus to suit all tastes and budget
- Professional & courteous waiting staff
- Hire of China, Glassware, Cutlery & Linen
- Assistance with flowers and arrangement

## **Hiring or Loan of equipment**

In the event of hiring of equipment the cost will be explained in your quotation. If these items are agreed a refundable deposit is required.

All loaned items are expected to be returned in the same condition as loaned, if items are damaged or lost a charge will be incurred.

## **Information on costs and charges**

We provide all our clients with a quotation that breaks down the services that we are providing and at what cost.

Charges are only applied when cheque payments are dishonoured, or items are lost or damaged. In most cases where items are hired a deposit will be required.

## **Terms of payment**

Once confirmation of your order is received you will be expected to forward a deposit of 50% of the total cost of your Proforma invoice, this payment is none refundable due to costs that W\*Indies will incur. Your deposit must be paid in full 21 days before your planned event.

Immediate payment of the remaining balance is required on or before the delivery date.

Until payment is received the products remain the property of W\*Indies.

## **Notification of Incidents**

It is essential that you notify us immediately of any problems or concerns that you have, so this can be dealt with promptly as late notification could result in inability for us to react.

## **Confidentiality and Data protection**

All information about you will be treated as private and confidential. We will only use and disclose the information we have about you in the normal course of arranging and administering your event.

Under the Data Protection Act 1998 you have rights of access to any personal information we hold about you in our records. If you have any queries concerning this please contact us at W\*Indies, 30 Beresford Road, Gillingham, Kent, ME7 4EU.

## **Food Hygiene**

In the instance where W\*Indies is not supplying waiting or serving staff and upon receipt of Health and safety booklet.

W\*Indies relinquishes all responsibilities to the event organiser.

## **Complaints**

It is our intention to supply you with the highest quality products and services at all times. If you should feel dissatisfied with the level of service we have supplied, we have a complaints procedure that will assist you with your complaint.

Should you wish to complain you can do so verbally or in writing to W\*Indies, 30 Beresford Road, Gillingham, Kent, ME7 4EU, or on 01634 304868.

All complaints will be acknowledged, in writing, within 7 working days of receipt and will include the name of the person who will deal with your complaint.