



Terms and Conditions

1. Hire of Catering Services

- Roquette Catering agrees to supply catering services to the client based on the terms and conditions outlined in this agreement.
- We are pleased to place a tentative booking on your preferred date for an initial period of 14 days. If confirmation is not made during that time frame, Roquette Catering reserves the right to allocate that date to another client.
- To confirm and secure your preferred date Roquette Catering requires the signed and completed registration returned together with a 20% minimum deposit.
- Prices and menu are subject to change

2. Confirmation of Function Details

- Details of all arrangements must be confirmed and finalized 7 days prior to the event.
- The function duration is specified in the booking details however the duration may be extended and the specified surcharges outlined in the booking details are then applicable. If no details are specified, a reasonable rate will be added, at the discretion of roquette catering.
- Additional charges may apply for hire, theming, rubbish removal, ice and any additional requirements that fall outside of the inclusions specified.

3. Final Attendance

- The final number of guests attending a function is required 4 working days prior to the event. Should the final number not be received, the attendance indicated on the booking registration will be taken as final.
- In the event of an increase of numbers on the day of the event, the actual number of guests that attended will be charged for.
- No refunds will be given should there be a reduction in final numbers on the day of the event.

4. Payments

- Payment in full (less deposit paid) is required within 4 working days prior to the event.
- Payment can be made by cheque, cash, credit or direct debit to roquette catering's account. Credit Cards incur a surcharge of 1.8% for all cards.
- Roquette Catering shall not proceed with the event unless payment has been received.
- Any subsequent changes made after pre-payment of the function will be invoiced post function and is payable within 7 days following the event date.

5. Cancellations

- In the event of a cancellation the following terms are applicable
 - Over 30 days notice, deposit will be refunded only if the date in question is re booked
 - Within 8 – 30 days of the proposed function date the cancellation fee will be 50% of the estimated value of the function.
 - Within 7 days of the function date 100% of the estimated value of the function will be acceptable

6. Beverages

- Clients may supply their own alcoholic beverages to be served at a function only with prior consultation with roquette catering. Corkage fees may apply.
- All wines/ spirits must be kosher and Mevushal, Chalav Yisrael and approved by KAUST.
- Roquette Catering staff in compliance with the Responsible Serving of Alcohol law may refuse to serve alcohol to any person/s seeming to be in a state of intoxication or under age.

7. Allergies

- While roquette catering will endeavour to accommodate requests for special meals for customers who have food allergies or intolerances, we cannot guarantee completely allergy-free meals. This is due to the potential of trace allergens in the working environment and supplied ingredients. Every effort will be made by roquette catering to cater for any guests with special dietary requirements (vegetarian, vegan, gluten &/or lactose free and allergies).

8. Unforeseen Circumstances/ Force Majeure

- If any act, civil disturbance, act of terrorism, industrial action, natural disaster or event beyond our control prevents us from carrying out our obligations under this contract, Roquette Catering, their agents and assigns shall NOT be held liable for any compensation or any damages (including punitive) due to non-performance of any service resulting from such incapacitations, non-arrival, errors and/or omissions of any type.