



Terms of Service

Section 1: Booking Your Date with Diner Prive Catering

1. All event bookings must be confirmed in writing by the Client.
2. A booking deposit is required to secure Diner Prive for the date of your event (this deposit is non-refundable should your event be cancelled, see below)
3. All bookings are subject to minimum guest numbers, these will be confirmed in writing by Diner Prive to the Client.

Section 2: Booking Deposit

1. A booking deposit figure (subject to the inclusion of VAT) will be provided to the Client in writing by Diner Prive once your booking confirmation is received. This deposit will be deducted from the total event costs which will be issued to the Client no later than two months prior to the event (please see our Payment terms below).
2. Payment methods available include bank transfer, debit card, credit card, cheque and cash.

Section 3: Additional Deposit

1. An additional deposit may be required for all non-service bookings when black trays, glassware, crockery or utensils etc are added to the booking and provided by Diner Prive for use by the Client during their event.

Section 4: Booking Confirmation

1. Once the Clients deposit/s have been received a receipt will be issued by Diner Prive together with a formal confirmation letter which will include your draft menu, event summary and estimated costs based on the number of guests and selections made by the Client.
2. Once a date has been secured a client tasting session is possible for bookings with a minimum of 120 guests. Sessions can be arranged weekends only from 2pm-4pm and are subject to the event type and menu selected.

Section 5: Variations to the Price

1. All bookings are subject to minimum guest numbers which will be confirmed by Diner Prive at the time of booking.
2. Where children are attending – if over 7 years of age they are payable at the same rate as adults, if under 7 years of ages they are chargeable at half the adult price (subject to minimum numbers mentioned above). Children under 3 years will be free of charge.
3. Any variation to menu selections for children must be discussed with Diner Prive as soon as possible so menus can be revised accordingly.

Section 6: Payment of Total Event Costs Prior to Event

1. Payment in full is required for all catering services, prior to the event. Final guest numbers must be confirmed to Diner Privé 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 Diner Privé we are happy to accept any increases in requirements however no reduction will be possible.
3. Should Diner Privé be advised of any increases following payment and less than two weeks prior to the event, Diner Privé reserve the right to accept these and will raise an additional invoice following the event for these guests or extras food 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 event insurance to recover their losses.

Section 7: Cancellation Charges

1. In the unfortunate event of a booking having to be cancelled, this must be confirmed in writing by the Client. Your deposit will be retained, and the following charges will be incurred
 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.
2. The total event cost will be based on the number of confirmed guests attending at the agreed price per head, per dish + VAT. 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 Diner Privé in preparation of the event until the time of cancellation will be charged to the Client. This is to cover any losses caused to Diner Privé for administration costs, travel, supplies etc. and will be discussed fully in event of cancellation.



Section 8: Dietary Requirements and Allergies

Diner Prive will endeavour to provide suitable adaptations to the Clients menu 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).

Section 9: Clients Food and Drinks

1. We accept no liability for any food supplied to the Client by another caterer (or food products suppliers by the Client themselves) in addition to those arranged by Diner Prive.
2. Where the Client has made additional arrangements (for example an evening hog roast) Diner Prive will require a Food Disclaimer Form to be completed and returned no later than one month prior to the event.
3. Diner Prive will happily serve a Clients arrival drinks, table wines etc. during their event subject to waitress fees or corkage, please ask for further details.

Section 10: Client's use of Diner Prive's Property and Clients Personal Property or Gifts

1. The Client agrees to pay for any loss or damage to any equipment, crockery, cutlery or glassware supplied by Diner Prive for the event, including any issues caused by the Client guests.
2. The use of candles by the Client for centre pieces or decoration where Diner Prive have supplied table linen is strictly prohibited.
3. Any damaged linen because of the use of felt tip pens will result in an additional charge payable by the Client after the event (a separate area for colouring can be arranged with suitable table coverings, please ask for details)
4. Diner Prive will not be held responsible for the theft, lost or damage to any personal effects of the Client or gifts brought onto premises by the Client guests.

Section 11: Liability of Cloverdale Catering

Diner Prive accept no liability under any claim whatsoever (be it by negligence or otherwise) arising from any loss over the figure of the existing Diner Prive Public Liability Limit of Indemnity. Note that this figure, which may change from time to time, is available upon request.

Section 12: GDPR and Privacy Policy

Diner Prive are fully compliant with the General Data Protection Regulations (GDPR) and our Privacy Policy falls in line with Regulations, to request a copy please contact our Data Protection Officer (“DPO”) via email at peter@dinerprive.co.uk or visit our website.

Section 13: Force Majeure

Diner Prive shall incur no liability to the Client if performance of the contract is prevented or hindered by any case whatsoever beyond Diner Prive’s 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.

Section 14: Future Changes to Terms and Conditions

Diner Prive reserve the right to change our Terms and Conditions when necessary due to the continual evolving nature of our business. It is your responsibility to ensure that you are up to date with our Terms and Conditions.