

Just Carter

A culinary journey reaching far beyond the palate

Terms and Conditions of Business

The terms and conditions as stated below form a contract between Just Carter Limited and the client.

All references to the Client are the person who confirms the booking.

The Client is responsible for the payment of all charges incurred.

All bookings are subject to these terms and conditions.

1. Definitions

In these terms and conditions "Just Carter Ltd" means bespoke Just Carter Ltd, "the Client" means the person, firm or company making the booking; and "the Booking" means the function to be catered for by Just Carter Ltd; and "the Quotation" means Just Carter Ltd quotation of price based on the estimated number of persons who will attend the Booking.

2. Variations

These terms and conditions may only be varied in writing and signed by an authorised representative of Bespoke Just Carter Ltd.

3. Confirmation

The Client must confirm all bookings in writing within 14 days of the provisional booking. The Client's confirmation means the client has accepted these terms and conditions, and of the Quotation.

4. Deposit

A deposit for £500 or 25% of the estimated food and beverage charge excluding VAT (whichever is greater) is required to confirm the booking and secure the services of Just Carter Ltd. Just Carter Ltd will notify the Client of the deposit required and the date(s) of payment. If the deposit is not paid on the date(s) specified, Just Carter Ltd reserves the right to cancel the booking. A deposit of 75% of the total estimate exclusive of VAT is required two weeks prior to the event date.

5. Cancellation

Any cancellation of an event by the client must be notified to Just Carter Ltd in writing. In the event of such cancellation the following percentages of the quoted price will be payable by the customer to the Company:

For large functions (e.g. catering with hire and staff)

Cancellation within 7 days of the date booked for the event – 50% of the quoted price.

Cancellation within 3 days – 100% of the quoted price.

For regular orders (e.g. a delivered service)

Cancellation within 24 hours of the date booked for the event – 50% of the invoice price.

Cancellation on same day – 100% of invoice price.

6. Numbers

The Company requires a final number of guests at least 2 working days before an event. Unless otherwise agreed, such final numbers will be the minimum number invoiced for but numbers may be increased up to 24 hours before the event subject to availability of food, staff and equipment.

7. Menus

Just Carter Ltd reserve the right to substitute alternative food and drink if the items ordered cannot be obtained. Just Carter Ltd will, where applicable, discuss any such changes in advance with the Client and prices may be subject to revision.

8. Delivery

Delivery is free for orders over £30 a 5 mile radius of our kitchen during the day time for orders placed before 5pm the day before for deliveries between 07:00 - 16:00, for orders below this value we have a £10 delivery charge.

For orders outside of this we will provide a quote for delivery.

Orders must be placed by 2.00pm for next day delivery.

Orders placed after 4.00pm for next day delivery incur a rush charge of 20%.

You will need to provide a 30 minute window slot for your delivery.

The above is based on deliveries between the hours of 7:00 to 16:00, Monday - Friday.

For deliveries outside this area, a charge may be made which will be confirmed in the quotation.

We endeavour to meet all delivery deadlines however we cannot be held responsible for late deliveries when circumstances are beyond our control. We will communicate this in a timely and professional manner.

9. Collection

As far as possible the collection is done on the following working day after the date of delivery, unless a same day collection is requested. There is a £10.00 surcharge for same day collections. Client needs to ensure all plates etc are ready for collection in a central point. Any losses will be charged for. If a driver needs to return to collect missing items there is a £10 charge.

10. Staff

When staff are calculated as a separate item, they are charged at a session rate (5 hour session), any extra hours worked are charged at the hourly rate. Additional hours incurred on a function will be charged after the event. Transport must be paid for any staff who works after 11.30pm. It is normal to allow for travelling time for functions outside Central London.

11. Taxi Fares

Taxi fares for staff will be charged for any event that ends after 11.30pm, or after the last means of scheduled public transport. For functions outside Central London staff travelling time will be charged at half the hourly rate both to and from the function.

12. Payment

For clients with credit facilities Just Carter Ltd invoices is / are due for payment within 14 days of the invoice date. A surcharge of 2% per calendar month on the balance outstanding will be added to all accounts not paid by the due date until paid.

Unless agreed and/or a credit account has been set up, the following terms will apply. A deposit will be required, payable upon confirmation of booking. Just Carter Ltd will require full payment prior to the event unless prior arrangements for credit facilities have been made.

For corporate clients we request payment for first order by BACS, credit card or cheque, thereafter an account would be set up if you are a corporate client and order on a regular basis. Cheques to be made payable to "Just Carter Ltd". BACS to be paid at least 4 days prior to your order, cheques to be paid 7 days prior to your order and credit card can be paid the day before your order. We can also accept payment by credit card as security only, until the payment is received. Credit terms are only available to Corporation clients who order on a regular basis and will be subject to satisfactory credit references and maintenance of the account within the payment term.

13. Third Party Arrangements

The Client agrees to accept the terms and conditions imposed by any sub contractor or venue booked on the clients behalf by Just Carter Ltd.

14. VAT

VAT at the current rate will be payable on all charges.

15. Complaint

Any complaint shall be made promptly and in any event must be received at the company's office in writing addressed to the Managing Director, not more than 3 days from the date of the event concerned. We cannot accept complaints after this time.

16. Clients Obligations

The Client shall be responsible for arranging their own insurance to cover any potential loss due to theft, damage, cancellation or replacement of the event (however caused). The Client or their guests will not bring any food for consumption, on to or remove food or beverages from the venue at any time. The Client is responsible for all property used on the day. The Client will recompense Just Carter Ltd for any damage to or theft of property while it is in their care.

17. Loss or Damage

Just Carter Ltd will be under no liability for any loss, damage or injury to the Client's property or the property of the Client's guests or other persons for whom the Client is responsible, if such loss, damage, and injury is due to the act, neglect or default of the Client or the Client's guests, staff or agents.

The Client will be responsible for and will indemnify Just Carter Ltd fully against all claims, costs, acts, damage or liability arising due to the act, neglect or default of the Client or of any person for whom the Client is responsible.

The client is wholly responsible for all equipment hired from the time of delivery until collection. The client should, in their own interest, ensure that all such equipment is insured. Any breakages, loss or damage will be charged to the client at full replacement cost.

18. Force Majeure

If due to war, strikes, industrial action short of a strike, lockouts, accidents, fire, blockades, import or export embargo, ice, obstruction, natural catastrophes, government intervention, national or local disaster, terrorism or other such events beyond Just Carter Ltd's control, Just Carter Ltd is unable to perform its obligations to the Client, Just Carter Ltd will be under no liability to the Client for any loss or damage which may be incurred by the Client.

19. Governing Law

The contract which incorporates these terms and conditions shall be governed under English law and the parties submit to the exclusive jurisdiction of the English courts.

20. Confirmation

By placing your order the client confirms that they have read and understood the above terms and conditions and agree to abide by the same:

- Written quotations are valid for 30 days from the date of quotation and may be subject to change following a site visit.
- Please note our products may contain nuts or nut traces.

These Terms and Conditions are subject to changes and at the discretion of Just carter ltd Ltd