



Saffron Event and Venue Caterers Ltd –

Terms and Conditions

Pricing & Quotes

All quotes are based on current pricing advertised on menus and are valid for a 12-month period. Bookings confirmed after this period may be subject to updated pricing. Menu and service pricing is reviewed annually, and quotes for future event dates may reflect updated pricing where applicable. Saffron reserves the right to change or update pricing at any time. All pricing is per head and subject to VAT.

Booking Confirmation

Acceptance of a quote constitutes a contractual agreement and activates these Terms and Conditions. Clients must read and understand these terms before confirming a booking.

Payment Terms

A 25% non-refundable deposit is due upon booking confirmation. Bookings under £250 require full payment. A pro-forma invoice will be issued showing all agreed details. Final details must be confirmed no later than 2 weeks prior to the event. A final invoice will then be issued, and the balance must be paid in full by this point. Payment is preferred via BACS; debit / credit cards are accepted. Cheques should be made payable to Saffron Event and Venue Caterers Ltd. AMEX is not accepted for event bookings. Clients should not pre-pay against a pro-forma invoice. No refunds will be given for decreases in numbers after final details have been confirmed and paid.

Cooling-Off Period

Deposits are subject to a 14-day cooling-off period. Written cancellation within this period will result in a refund. After 14 days, standard cancellation terms apply.

Final Details

Final details including guest numbers, timelines, and dietary requirements must be submitted approximately 4 weeks prior to the event. Changes after this point may not be accommodated and must be paid for immediately. The final deadline for submission of details is 2 weeks prior to the event. No extensions will be granted.

Cancellation Policy

In the event of cancellation, the following charges apply –

cancellations made 0–8 weeks before the event will incur 100% of the catering fees;
cancellations made 8–20 weeks prior will incur 50%;



cancellations made more than 20 weeks in advance will forfeit the 25% non-refundable deposit.

Non-payment may be treated as a cancellation. Saffron reserves the right to cancel an event due to payment arrears or breach of terms.

Clients are advised to secure their own wedding insurance.

Menus, Allergies & Dietary Requirements

All goods and ingredients are subject to availability. Substitutions may be made where necessary, and clients will be informed where possible. Children under 3 are not charged for buffet or sharing platter options; children aged 3–9 are charged at a reduced rate. All other guests are charged at full price.

Dietary requirements must be provided with a seating plan. Saffron's chefs will adapt menus or provide suitable alternatives as needed.

Menu tastings are only offered for three-course wedding breakfasts and are subject to a charge. These are available on weekdays outside of the summer period, subject to our availability and only for clients who have paid a deposit and made a booking with us. Menus are priced per person and based on a single choice. Choice menus incur a £6 + VAT supplement per adult. Children's menus are single-choice only.

Additional Catering

Meals for suppliers such as entertainers, photographers, and musicians must be pre-ordered and paid for in advance. Saffron accepts no responsibility for unbooked meals for third-party staff.

Drinks & Bar Services

Drinks packages must be pre-ordered and paid for in advance. No refunds are given for opened but unused drinks. Client-provided drinks remain the client's responsibility. Unused ale becomes chargeable by the pint. Corkage charges apply for client-supplied drinks, this fee includes glassware and service.

Saffron offers both cash bars (guests pay) and client bars (Saffron serves client-provided drinks). Bar Service charges include licensing, glassware (polycarbs), condiments, and staffing.

Saffron adheres to Drink Aware guidelines.

Access, Set-Up & Facilities

Saffron requires reasonable access to the venue including lifts, loading bays, and vehicle access. Additional charges may apply for difficult access or additional labour. Clients must provide a setup schedule (e.g. marquee erection, table installation). A £150 + VAT fee



may be charged for delays requiring return visits. For all outside catering bookings (excluding our venues) clients are responsible for providing a catering tent (6m x 3m minimum) with trestle tables is required for all outdoor events. Access to water, a minimum of four 13-amp plug sockets, and proper lighting inside and outside the catering tent must be provided.

As an outdoor catering service, Saffron takes all reasonable precautions regarding food safety, but cannot be held liable for the presence of insects, wildlife, or other natural elements during outdoor service.

Where power is supplied by the venue or a third party, Saffron is not liable for failure or interruption of service due to insufficient or faulty electrical supply.

Saffron accepts no liability for any delay or disruption caused by failure or inadequacy of client-provided equipment, marquees, or infrastructure.

Weather Conditions & Surfaces

Clients are responsible for ensuring that surfaces are suitable for catering equipment and that adequate shelter is in place. Saffron is not liable for disruption, delay, or incomplete service due to extreme or unsuitable weather conditions.

Grease/Fat Spills Disclaimer (Outdoor & BBQ Events)

While every care is taken, equipment used for hog roasts and BBQs may occasionally leak fat, grease, or residue. Saffron is not liable for any staining or damage to grass, decking, flooring, or other surfaces. Clients must ensure that equipment is positioned on a safe and appropriate surface.

Delays & Extended Service

If service is delayed due to factors beyond Saffron's control (e.g. speeches, guest lateness), additional staffing charges may apply and will be invoiced post-event.

Damage or Loss

Clients are liable for any damage, loss, or breakages to Saffron's equipment or hired property. Damage must be reported to a Saffron representative immediately.

A linen deposit may be required and is refundable unless damage occurs. Further charges may apply for damage exceeding £100, with supporting evidence and invoice.

Staffing

All staff are fully trained and wear branded uniforms. Staffing levels are determined per event and quoted accordingly. Event Managers and chefs are allocated where appropriate and charged for accordingly. Saffron does not supply staff without providing food or drink services.



Data Protection

Saffron complies with all GDPR regulations. Client data is stored securely and will not be shared with third parties.

Force Majeure

Saffron is not liable for failure to meet obligations due to events beyond our control including strikes, weather, civil unrest, or equipment failure by sub-contractors. This does not affect liability for death or injury where required by law.

Liability

Clients are responsible for all losses, damages, or costs arising from the actions of themselves, their guests, or third-party contractors. Saffron is not liable for injury or property damage unless caused by proven negligence. Any incidents must be reported immediately and followed up in writing.

Intellectual Property Rights

All intellectual property rights relating to Saffron's menus, materials, branding, and business content remain the property of Saffron.

Waste

Saffron will remove only the waste generated by our team. Waste from other suppliers is the responsibility of the client.

Complaints

Any complaints must be submitted in writing within 7 days of the event. Acknowledgement will be provided within 24 hours along with an estimated timeline for resolution.

Saffron Event and Venue Caterers Ltd reserve the right to update these Terms and Conditions periodically.