



Terms and Conditions of Business

The Whiddon Wagon Limited and Whiddon Events

Availability

All menus are subject to availability and change without notice. Some items are seasonal in nature, so to maintain standards we may offer an alternative at the point of booking or in exceptional circumstances at the point of delivery.

Allergy notice

We do not knowingly use GM ingredients and avoid the use of nuts unless this is specified in the dish description. However, we cannot guarantee that our ingredients have been produced in a nut free environment.

We happily cater for special diets including vegetarian, gluten and wheat free. Whilst every effort is made to reduce the cross contamination from either wheat or gluten, we cannot guarantee that this may not occur. If in any doubt, please discuss this with us at the time of booking.

Please ensure we are aware of your special requests as early as possible.

Payment terms

A non-refundable deposit of 25% is required when making your booking; the balance will be due to be paid in full no later than 14 days before your event. No booking will be confirmed until a completed booking form along with payment of the deposit is made.

Final numbers are requested 14 days in advance but can be accepted up to 7 days before in exceptional circumstances.

Serving time

Serving time/time at venue usually falls in to the following categories:

50-75 people: 30mins to 45mins

75-100 people: 45 mins to 1 hour

100-125 people: 1 hour to 1-hour 15mins

125-150 people: 1 hour 15 mins to 1 hour 30 mins

150- 200 people: 1-hour 30mins to 2 hours

The Wagon will stay at the venue for the above time to serve guests. This will be based on a start time given by client. For example; Wagon booked for 100 people service to start from 8pm, end time would therefore be 9pm.

If upon arrival the event is running behind, the client will then be invoiced for £25 per half an hour extra



Minimum numbers

Package Meals – a minimum quantity of 50 people

Evening package – a minimum of 100 people waived if taken in conjunction with a Package Meal

We do require a minimum spend of £450.00 per event however smaller numbers can be catered for on all occasions but may incur a surcharge, please check for details.

Where we are asked to provide catering at an event and the cost of food is provided by pay as you go, we require a refundable deposit of £450.00 This deposit should be paid 28 days prior to an event. This deposit will be returned as soon as the minimum spend of £450.00 has been achieved. Should the minimum spend not be achieved we reserve the right to withhold deposit monies to achieve the minimum spend of £450.00

Delivery charges

No delivery charge applies within 15 miles of our Barnstaple base. Outside of this area a mileage charge will be made @ 70p per mile, orders for the wider coverage areas may not be accepted for smaller events. Please advise us of the location at the point of enquiry to avoid disappointment.

Additional charges will be made for serving staff travelling beyond 15 miles.

Electricity

Where possible we would require the provision of an electrical service – this should be capable of delivering enough power to provide electricity for our equipment. Please ask for further guidance.

Client meetings

We would be happy to offer a personal meeting to discuss your requirements and to inspect the site if appropriate. There is no charge for this service. If further meetings are required to discuss a booked event, they will be chargeable at £45 per meeting.

Packaging

All our meals will be supplied in bio-degradable packaging with bio-degradable cutlery – please ask for details.

Staff

Uniformed serving staff are available for all events, please call to discuss your requirements and for a quote. Please note that staff are hired on a 3-hour minimum basis excluding travelling time and gratuities are at your discretion

Health and Safety

Please ask for advice if you require further information regarding the storage, consumption or reheating of all food.



We reserve the right to remove any uneaten food at the end of your event (or when we leave a staffed event) to prevent cases of food poisoning caused by the inappropriate storage of food.

To prevent the spread of infection we request that our clients ask guests who have recently suffered (or are continuing to suffer) from sickness/diarrhoea NOT to attend their event. Norovirus and other infections are easily spread through touching food, and where lots of people gather in a close environment.

We ask all guests to abide by the Covid-19 guidelines in place at the time of delivery. We will happily adjust accommodate the current guidelines in place at the time. Should numbers need to be restricted for an event we would refer you to the minimum numbers section above.

Additional Staff

Should you wish us to cater for ancillary staff such as photographers, band members, DJ's etc please ensure that you include these in your final guest numbers.

Parking

Whilst we are happy to attend your venue to discuss parking arrangements for the van. Please ensure that any parking that has been agreed is available on the day of your event.

Please note that while these constitute our standard terms and conditions we reserve the right to vary these at any time, or to impose additional/alternative terms to individual orders. Any special terms will be discussed and agreed with clients as early as possible and confirmed in writing prior to any event.