



*Fi's Kitchen*  
Designed for You. Inspired by Love.

## **Fi's Kitchen | Luxury Catering**

Private Dining | Event Catering

### **BOOKING TERMS & CONDITIONS**

#### **1. Booking Confirmation & Deposits**

- All bookings must be made **at least 14 days prior** to the event date.
- Any last-minute bookings made **within 14 days** require **full payment upfront**.
- A **50% non-refundable deposit** is required to confirm your booking. Your booking remains unconfirmed until this payment is received.
- The remaining balance is due **14 days before your event**.

#### **2. Enquiries & Response Time**

- We strive to respond to all **emails and messages within 48 hours**.
- Urgent inquiries should be made via **Hello@fikitchen.co.uk**

#### **3. Menu & Guest Count Adjustments**

- Menu selections and final guest count must be confirmed **14 days before** the event.
- Any changes requested after this deadline will be subject to **availability and additional charges**.
- We cater to dietary restrictions, but **allergies must be communicated at the time of booking**.

#### **4. Exclusive Catering Policy**

- **Fi's Kitchen must be the sole food vendor** at your event to comply with food safety regulations.
- Outside food is not permitted, except for specific client-provided items agreed upon in writing before the event.
- If this policy is violated, **our services may be terminated without a refund**.



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## 5. Venue Requirements & Accessibility

- Clients must ensure the venue has **suitable kitchen facilities**. If unavailable, additional fees may apply for mobile kitchen setups.
- Extra charges will be applied for venues with **restricted access**, such as **no lifts, long carrying distances, or difficult terrain**.

## 6. Service Staff & Setup

- **Waiting staff are not included** unless explicitly stated in your package.
- If waiting staff are required, this must be arranged at booking and will **incur additional fees**.
- Our team will only be responsible for **food preparation and setup** unless a service package including staff is confirmed.

## 7. Equipment, Damages & Losses

- Any **missing or damaged** equipment provided by **Fi's Kitchen** (e.g., serving platters, chafing dishes, tableware) will result in additional charges.
- The client is liable for any loss or damage to rented items, with replacement costs due **within 48 hours** of the event.

## 8. Cancellations & Refund Policy

- Deposits are **non-refundable**.
- Cancellations made **14+ days before** the event are eligible for a **50% refund of any additional payments made**.
- Cancellations within **14 days of the event** are **non-refundable**.

## 9. Liability & Food Safety

- Clients must inform guests of **any allergens** and notify us of dietary requirements in advance.
- We operate under strict **health & safety standards** to ensure quality catering services.