

# terms & conditions

## General Terms and Conditions

The minimum order is usually for 10 people. Prices quoted exclude VAT.

Final numbers and a non-returnable deposit of 20% are required ideally 10 days prior to the event date. Deposits are preferred by cheque or bank transfer (Santander, 05890982, 09-01-54, use surname and event date as ref).

Orders cancelled within 72 hours may incur a charge (orders for 30+ people may be charged at full cost). Orders cancelled within 24 hours may be charged at full cost.

Platters, bowls and lids must be returned or retained for collection (a bag will be provided). Platters remain the responsibility of the customer until collected or returned. Unfortunately we do make a charge for lost or damaged platters. Platters must be kept out of sunlight.

Food must not be left out of a fridge for more than two hours. Eat on day of event. Not suitable for home freezing. Please note that we cannot guarantee that our products are suitable for nut allergy sufferers. Full allergen information is available - please ask if you require this emailing to you.

Tableware must be returned within 48 hours of an event. Breakages/losses will be charged at £3.00 per item.

We reserve the right to change our menus at any time.

## Wedding Cake Terms & Conditions

A non-returnable deposit of £20 is required within 2 weeks of booking to secure date (cheques should be payable to Peppercorn Catering).

The balance is required 3 weeks prior to the wedding date.

Cake stands should be returned to Peppercorns, 5-7 Bradgate Road, Anstey, Leicester LE7 7AB within 48 hours of the wedding. A deposit of £60 is required with the final balance (this will be held until the stand is returned). A contact name and number is required for the person returning the stand.

## Dietary and H&S Guidance

All cakes and desserts are vegetarian.

Fruit cutting cakes do contain brandy - please advise if you require them alcohol-free.

Please note that we cannot guarantee that our products are suitable for nut allergy sufferers, but please talk to us about your allergy as we may be able to help.

We recommend that desserts are not left in a warm room for more than two hours, as strawberry sponges contain fresh cream. Cupcakes and sponge cakes should not be left uncovered for more than four hours. Fruit cakes are suitable for leaving uncovered for several hours.

We are holders of Food Safety in Catering certificates, Environmental Health certificates and we have product and public liability insurance.

Prices as at January 2015. All prices exclude vat.