

Terms & Conditions
**PLEASE READ ALL TERMS AND CONDITIONS BEFORE
BOOKING - BY PURCHASING FROM DINNER AT SAN'S YOU
THEREBY AGREE TO OUR DELIVERY POLICY BELOW.**

PRICE & PAYMENT

Our catering packages start at £200, however each order can be tailored to meet your specific requirements. In any event, a 50% deposit is to be made at the time of booking in order to secure the date with the remaining balance to be made 48 hours before the event date.

LATE BOOKING FEE

All bookings must be made with at least 7 days' notice. If your booking is required at a shorter notice, this may be possible at an additional cost as listed below.

Up to 3 days - £100

Up to 6 days - £75

Up to 6 days (* bookings with over 80 guests*) – 12% of the total amount.

RETURNS

Due to the fresh and organic nature of our produce, returns of perishable goods cannot be accepted. Should there be any incorrect or missing items in your delivery, we must be informed within 1 hour of the products being received in order to offer replacements or refunds.

Proof of this will be required via images.

CANCELLATION

Customers can cancel orders within a 2 hour 'grace period' after booking. Beyond this, we are unable to process cancellations without customers incurring a cancellation fee.

For larger orders (over 50 guests), your booking may be cancelled up to 3 months before the date of the booking. \we will issue a 50% refund. Unfortunately, we do not offer any refunds for cancellations within three months of the event, only date changes if we are told well in advance and have the availability.

Kindly note, you are only permitted one change of date per booking.

If an event needs to be cancelled due to Covid-19 related issues, the above still applies.

MUSIC CATERING

A 50% deposit is to be made at the time of booking in order to secure the date with the remaining balance to be made 48 hours before the event date unless a date for full payment has been agreed with us. Due to the service, we provide i.e., Food, all

payments are to be made prior to booking date. This includes labels, production companies and all other parallel companies.

ORDER CHANGES

Customers can amend orders within a 2 hour 'grace period' after booking. Beyond this, we are unable to process any order changes. Any changes to the agreed menu or service after a deposit has been made, may be subject to a new quotation.

DATE HOLDING

Due to the high number of enquiries for catering and private chef service, we are unable to hold dates for any bookings.

FOOD/PRODUCTS

As our produce is sourced weekly and garnishes can be seasonal, they are subject to availability and substitutions. Although the majority of our menus are fixed, there may be slight changes season to season. We may also face supplier issues at times, and so cannot guarantee every product, such as lamb chops, mini burgers, edible flowers and more. We will always use an alternative or use more of another product to compensate. Please refer to our menus on the website as a guide to what you can expect.

FOOD HANDLING

When products are received, please keep chilled consume within 2-3 days. It is the responsibility of the customer to dispose of the food if kept unrefrigerated beyond 4 hours, to comply with UK food standards. By agreeing to our terms and conditions the client is agreeing to dispose of any food after this set time. Dinner at San's will not be held responsible for any adverse reactions to our food consumed after this time.

DIETARY REQUIREMENTS & ALLERGIES

Please notify of any allergy and dietary requests at checkout, however we cannot accommodate special allergy requests due to high risk of contamination. If you or your guests/clients have a severe allergy, please beware that we cannot guarantee if a product is completely free of traces.

DELIVERY

Our products are made fresh on the day and are extremely delicate, therefore are not suitable for overnight courier delivery and need to be hand-delivered (or collected from SE6) We hand-deliver within the M25 and surrounding counties. If in any case a delivery is delayed due to tunnel closures, car accidents or any unforeseen circumstances, we will not be held responsible for the delay.

SOCIAL MEDIA

Unless our clients/customers explicitly ask us not to use images taken at their event, we reserve the right to use them on our social media platforms.