



Standard Engagement Letter

[Client]	Cherry Catering Company
[Address Line 1]	Gables Farm
[Address Line 2]	Earsham Street, Wingfield
[Address Line 3]	Diss, Norfolk
[Postcode]	IP21 5RH

[dd mm yy]

Dear [Client],

Your [Lunch/Dinner/Birthday/Summer etc.] Party [dd mm yy]: engagement letter

Thank you very much for asking us to cook for your [event]. We write to set what we have agreed. If we have got our understanding of any of your requirements wrong, or missed out anything significant, please let us know straight away.

This engagement letter has three sections:

- 1 Arrangements (what we have agreed to provide when & how);
- 2 Terms & Conditions (basis upon which we will carry out the arrangements); and
- 3 Appendix (Aide memoire of equipment that is likely to be required).

The final engagement letter (whether by post or email) shall be the whole of the contract between the Cherry Catering Company and the client.

1. Arrangements

a) Staffing & parking

[Note: Cherry Catering Company will provide the chefs. We can provide staff for waiting & washing up duties but are happy to work with staff separately hired by the client to carry out these duties.]

We will provide [...] to cook for you. [...] will be helped with preparation, transport, setting up before the party and cleaning and packing up after the party by [...]. The parking arrangements are [...] (e.g. we will need to have the use of your parking space in the garage for the day, please.)

b) Timings

The party will take place on [dd mm yy] at [venue]. You are expecting guests to arrive from [...] pm onwards. We will arrive at [...] pm. The [first menu item] will be available from [...] pm. The [second menu item] will be served at [...] pm or thereabouts. The [third menu item] will be available from [...] pm. We will aim to pack up and leave by approximately [...] pm.

c) Kitchen facilities at [venue]

Whether we are cooking at your home or a third party venue, we ask you to make sure that the surfaces in the kitchen are clean and free from clutter when we arrive and that there is plenty of space available in the fridge and the freezer. We promise to clean up after ourselves and make sure that equipment goes back in the right place. We will bag up rubbish and leave it in the bins, unless otherwise instructed.

d) Menu and Food Arrangements

We are catering for [...] people in accordance with your letter/email/our conversation of [...]. You have expressed the following preferences and requirements [... e.g. any need for vegetarian, vegan, dairy- gluten- wheat- free, kosher or halal items]. We are not aware of any guests with allergies but if there are any, perhaps you could let us know, together with the nature of the allergy. A list of food allergens is set out at 2c in the Terms and Conditions section below.

We agreed that we will provide or prepare and cook the following:-

[Menu]

[...] will be pre-prepared and part-cooked at our premises. [...] will be pre-prepared at our premises. All pre-prepared dishes will be transported to [venue] in our temperature-controlled cabinets.

Either: Food will not be individually served to guests but available to "help yourself.

Or : You have asked us to provide waiting staff as follows: [...]

The food will served in the [dining room/garden/main hall/marquee etc]

The food items you will provide yourself are as follows [... e.g. condiments, bread, nuts etc.] We normally leave all leftover food. [If you require us to provide containers for same, please tell us in advance. There is a supplementary charge.]

e) Drinks

The Cherry Catering Company is not responsible for providing the drinks. We do not hold a licence to supply alcohol.

f) Utensils, Crockery, Glasses, Table Linen & Other Equipment or Services

We provide cooking utensils and have appropriate temperature controlled insulated cupboards for transporting both hot & cold food. We can assist with serving dishes but are happy to use clients' serving dishes as well.

We do not routinely supply crockery, cutlery & table linen but can introduce clients to hire firms where needed. We can supply disposable items by agreement for reimbursement as a separate expense.

You will provide: [each required item or classes of item from Appendix as follows]

You will hire: [each required item or classes of item from Appendix as follows]

We will provide: [each required item or classes of item from Appendix as follows]

g) Fees

We have agreed a [provisional] cost of £[...] for the food and labour costs made up as follows:

Either Flat rate per head: £[...] x [...] persons = £[...]

Or Fee at [hourly or daily £ rate] plus food cost budget

plus [in each case] out of pocket expenses (e.g. parking, mileage, rebilled equipment hire, disposables).

(50% of the overall cost is due one week before the event. The balance is payable in full on the day of the event.)

Payment can be made either by cash or cheque or bank transfer. Cheques & transfers should be made payable to [banking details]

We are really looking forward to cooking for you and your guests.

With very best wishes,

Gemma Harvey
Cherry Catering Company



2. Terms and Conditions

a) Definition: Cherry Catering Company (“CCC”) is a sole proprietorship. The proprietor is Gemma Harvey.

b) CCC will provide the client with a written letter of engagement. If the client changes the brief, it may be necessary to revise and reissue the letter. Each letter and revised letter will be referred to by date. The letter will cover:

- Staffing
- Dates and timings
- Menu and Food
- Drinks
- Utensils, crockery, glasses, table linen & other equipment or services
- Fees & out of pocket expenses

c) Allergies, dietary preferences & requirements

It is the client’s responsibility to notify CCC well in advance of any special requirements arising from dietary preferences, requirements (Dairy- or gluten- or wheat- free, vegan, vegetarian, halal, kosher etc.) or guest’s allergies in relation to

i. cereals containing gluten: wheat, rye, barley, oats, spelt, kamut and their hybridised strains;

ii. crustaceans;

iii. eggs;

iv. fish;

v. peanuts;

vi. soybeans;

vii. milk;

viii. nuts including almonds, hazelnuts, walnuts, cashews, pecans, Brazil nuts, pistachios, macadamias, and Queensland nuts;

ix. celery;

x. mustard;

xi. sesame seeds;

xii. sulphur dioxide and sulphites at concentrations of more than 10mg/kg or 10mg/litre expressed as SO₂;

xiii. lupins; and

xiv. molluscs.

d) Payment Terms

CCC's services are provided under the following terms and conditions: the client undertakes to pay our fees, together with our out of pocket expenses, and any other costs incurred on the client's behalf, in full.

The payment by the client (or any person on the client's behalf) of any fees, expenses, or other costs shall be taken as acknowledgment and acceptance by the client of these conditions.

Set-up, planning, delivery, fuel & food costs are incurred by CCC on the client's behalf before the event date: therefore the payment of a deposit of 50% of total anticipated fees and other costs is required to confirm your order. When the client pays the 50% deposit, which shall not be later than 7 calendar days before the event, CCC will issue a final revised letter of engagement (if any changes have happened since the original letter) or confirm that no amendment to the original letter is needed. (Failure to pay the deposit will result in CCC withdrawing from the agreement & not providing their services to the client for the proposed event.) The balance of the fees and other costs is due on the day of the event. Outstanding accounts of 30 days after the event date will incur interest at 2% above the Bank of England Base Rate, of the amount outstanding each month

e) Cancellation

Sadly, sometimes clients have to cancel events. When the need to cancel becomes clear, the client must notify CCC as soon as possible by telephone, and confirm the cancellation in writing by email or letter. If the client cancels the event before the 50% deposit due 7 days before the event has been paid, CCC reserve the right to charge a modest administration fee to reflect time spent on planning. If the client cancels the event in the three days before the event date, then the client agrees to pay 85% of the total anticipated fees and other costs.

When CCC are prevented by circumstances beyond CCC's control from fulfilling their obligations, CCC will, by notice in writing to the client, terminate the Contract and return to the client any balance of the payment on account remaining after settlement of all or any costs, expenses or liabilities howsoever incurred in respect of the proposed provision of the services.

f) Liability

CCC confirms that they have and will maintain appropriate Public Liability Insurance. A copy of the certificate is available upon request. CCC follows strict Hazard Analysis and Critical Control Point guidelines for all food production, handling, storage and distribution and dealings with clients and their guests. Their policy, based on these guidelines, restricts the service of foodstuffs to a maximum of four hours after being removed from refrigeration. CCC advise that all food must be consumed within two hours of initial serving. Therefore any food consumed more than two hours after being

served is at the client's discretion and therefore becomes the client's responsibility. When CCC use the client's or third party's kitchen facilities to provide services to the client, the facilities will be thoroughly reviewed before the event as part of the planning process. If the facilities are unavailable or found to be unsuitable on the event date for any reason then CCC will accept no liability for cancellation of the event.

I / We agree to the above Terms & Conditions

Name of client:

Date:

Signed:



3. Appendix

Bar	Dining room	Kitchen
Bottle openers	Large dinner plates	Service gloves
Ice bins for wine, beer & water (set on bin bags to protect floor)	Dinner plates	Washing up liquid
Ice buckets	Buffet plates	Lemon squeezer
Ice tongs	Small breakfast plates	Large metal serving spoons
Corkscrews	Knives, forks, spoons for each course	Dishcloths
Knife	Glasses for each course	Oven thermometer
Peeler	Cups, saucers and spoons for any tea or coffee	Cling film
Stirrers	Salt and pepper	Kitchen foil
Spoons	Ashtrays	Silicon & greaseproof paper
Board	Ice buckets for individual bottles	Electric Beaters
Lemons, limes, oranges	Large ice baths for chilling bottles	First aid kit
Tin opener	Glass jugs	Teaspoons
Straws	Tea towels	Corkscrews & bottleopeners
Garnishes	Cork screws	Gastronorms
Jugs	Rectangular Tables	Knife set
Glasses	Tablecloths of appropriate size	Boards
Cleaning cloths	Linen or paper napkins	Cast-iron griddle
Waterproof floor covering	Chairs	Electronic scales
Table 180cms+ long x 90cms wide x 1m deep	Round tables	Kitchen towel
Table cloth to ground	Round tablecloths	Digital thermometer
Blender for cocktails	Microwave ovens	Large metal bowls

Power supply for blender	Chafing dish with fuel	Grater for Parmesan
	Tea Urn	Alarm Timer
	Coffee Machine	Steamer
	Cake slices	Colander
	Cake stands	Strainers
		Cocktail Sticks
		Blow torch
		Labels, pens, boxes
		Tea towels
		Mandolin