

Terms and Conditions - Nics Nibs

1. Tailored Menu Offerings

- 1.1. All menus provided by Nics Nibs are custom-designed to suit your event, offering a well-balanced selection of dishes.
- 1.2. Ingredients are subject to change depending on seasonal availability.
- 1.3. Most dietary requirements can be accommodated with at least 14 days' notice.
- 1.4. Vegan, gluten-free, dairy-free, and nut-free options can be provided; however, please note that all food is prepared in a kitchen where allergens such as celery, gluten, shellfish, eggs, fish, lupin, milk, molluscs, mustard, peanuts, sesame, soy, and sulphites are present. While every effort is made to avoid cross-contamination, we cannot guarantee allergen-free food.

2. Securing Your Date

- 2.1. Bookings are held for 7 days and only confirmed once you have paid the deposit.
- 2.2. If another customer requests the same date, we will contact you and require the deposit within 48 hours to secure your booking.
- 2.3. Final guest numbers, dietary needs, and event details must be confirmed no later than 14 days before the event (28 days for events with over 40 guests). Changes cannot be made after this point.

3. Quotation & Price Updates

- 3.1. All quotes are based on current supplier costs. Nics Nibs reserves the right to adjust pricing if supplier rates change. Any changes will be communicated as soon as possible.

4. Deposits & Final Payments

- 4.1. A non-refundable deposit is required to confirm your booking.
- 4.2. Your estimate may not include additional staffing; if required, these will be invoiced after the event.
- 4.3. A travel charge applies for venues located more than 10 miles from our kitchen; this will be included in your initial estimate.
- 4.4. Full payment must be made by BACS no later than 7 days before the event.
- 4.5. Failure to pay on time will result in cancellation and loss of your deposit.

5. Cancellation Terms

- 5.1. As ingredients and equipment may be purchased in advance, cancellation within 4 days of the event may incur charges to cover costs already incurred. The deposit is non-refundable if the customer chooses to cancel the event at any time.
- 5.2. Nics Nibs may also incur non-refundable costs for equipment.

6. Venue & Kitchen Access

- 6.1. We require access to the venue up to 4 hours before your event for setup and food preparation.
- 6.2. Fridge space and freezer access must be provided.
- 6.3. A parking/unloading space close to the venue and access to toilet facilities is also required.
- 6.4. The venue must include a sink with hot and cold running water, drinking water, and suitable cooking/preparation space.
- 6.5. If the event is hosted at a private home or rented venue, the kitchen must be clean, and the dining table must be clean and ready to be set.
- 6.6. Our team is not responsible for emptying dishwashers or cleaning before arrival.

7. Food Safety & Customer Responsibility

- 7.1. Under UK food hygiene laws, cold food must be consumed within 4 hours, and hot food within 2 hours of delivery. Nics Nibs is not liable for food left unsupervised with your consent.
- 7.2. If you choose to provide your own food or drink, we reserve the right to decline preparation or service if items appear spoiled or unsafe.
- 7.3. Nics Nibs has sole discretion in determining whether provided food is safe to serve.
- 7.4. All services will be delivered with care, professionalism, and in compliance with UK hygiene standards.

8. Our Property & Your Responsibility

8.1. Your estimate does not cover the cost of loss or damage to our equipment, crockery, cutlery, linens, or other property.

8.2. You are liable for any such damages caused by you or your guests.

8.3. Charges may be issued after the event if damages are reported within 14 days.

9. Personal Belongings

9.1. Nics Nibs accepts no liability for personal belongings or property brought to the event by you or your guests. Items are left at your own risk.

10. Our Commitment to the Environment

10.1. We are committed to reducing our environmental impact. Wherever possible, we use local suppliers and follow sustainable practices, including responsible recycling.