



Nigerian and Jamaican Catering and Events

Phone: 0845 388 6709
Mobile: 0798 413 4851
Facsimile: 0845 388 6809
Email: info@naijamaican.co.uk
Website: <http://naijamaican.co.uk>

TERMS AND CONDITIONS OF CONTRACTED SERVICES

1. The provider/supplier of services described within quotations and invoices will be Naijamaican.
2. The user/client to whom services will be provided and invoices, correspondence and information relating to work requisitioned is sent is the person named on the quotation or invoice.
3. The Contracted Date for provision of services is the date notified to Naijamaican or confirmed to Naijamaican as shown on Invoices and Quotations.
4. A two month notice is usually required for all services except small to medium catering where at least 2 weeks notice is needed. Outside of these time spans the User/Client is welcome to notify Naijamaican of intention/required service which we may accept or decline depending on workload and at our discretion. For small dinners and small parties or event decoration/facilitation only, we request a one week notice at least.
5. The Location where the services will be provided is as notified or confirmed to Naijamaican and as shown on the Final Invoice/Quotation. Should the location differ or fall outside of this area, or the wrong address be provided an additional surcharge for delivery of services may be charged.
6. Initiation of the contract will be confirmed by payment of the deposit amount agreed by invoice. Quotations are changeable and any requests should be notified to Naijamaican. Whilst changes to quotes and invoices are usually accommodated, it is usually more practical and acceptable to limit this to one month before the event except of short orders such as Order a pot, dinners etc for 30 people or less. Once invoice sums are agreed, payment is as per our policy required in full prior to or on the day of the event. We can only accept payments in cash if previously agreed and normally restrict this to payments below £50.00.
7. Cake making is usually carried out using professional cake making suppliers. In house cakes are available however an icing service is not available for these. For wedding and fruit or rum and fruit cakes, at least six weeks is requested by cake contractors and at least 2 for sponge cakes. For in house cakes, at least 3 weeks notice is required.
8. A deposit/retainer of 50% is required to initiate a firm contract. Payments can be made using secure online services by bank standing order, BACS, CHAPS or cheque and by use of major credit and debit cards. You may also pay using TRASCASH at the postoffice quoting Naijamaican as the supplier and quoting ACCOUNT No: 05974763. Cheque payments must clear our account prior to the agreed dates. Please always use the Order Reference Number as your payment Reference for bank transfers and Transcash and make all cheques payable to NAIJAMAICAN.
9. In the event of cancellation, the deposit sum will be refunded as follows: 1 month before event 75%, 3 weeks before event 60% 2 weeks before event 45 % and 1 week before event 25%, for cancellations after this time, no refunds will be made except in cases of Force Majeure. Cancellation must be notified to the email address and telephone numbers provided.
10. The quotation provided is based on contracted provision of services as described by the User/Client. This includes services such as setting up the venue, laying out the tables, providing service staff to serve and clean/clear up including the attendance of a cook with full serving equipment with an agreed attendance time.
11. Contracted services such as supply of onsite attendance catering and server equipment/staff/cook onsite can only be provided at a venue that has kitchen/kitchenette facilities with a full functioning sink with hot and cold water supply, refrigerator, cooker and or reheating facilities and adequate storage space for equipment and foods with adequate toilet and waste disposal facilities.
12. The User/Client is responsible for ensuring that free unrestricted access to the premises is provided in good time to ensure that services can be initiated and completed; Naijamaican shall not be responsible for or liable for any claims arising as a direct result of obstruction, prevention or breach of terms of service which cause any contracted services to be terminated or impractical to execute.
13. The User/Client must ensure that all consultation needed to provide the events/catering services including special requirements are communicated to Naijamaican. This may require phone conversations and or meetings, the User/Client must make all effort to allow adequate time to discuss all areas needed to ensure a seam free event and appropriate pricing. A summary of transcribed instructions will ordinarily be provided for approval at time of invoice.
14. The User/Client is responsible for checking that all required and contracted services do not contravene the terms and conditions and or policies that are in place at the event location and that they are feasible. Naijamaican will provide recommendation where sought however Naijamaican will not be responsible for providing a detailed event location ratification service unless contracted to do so. For event finding/ratification, a fee is payable as shown on the website.

15. In the event of the User/Client requesting services which contravene the event location terms and conditions and or policies including the request for services which cannot later be provide due to restrictions or requests by the venue or event location management the User/Client is responsible for all claims arising and accepts responsibility for any services which cannot be provided due to restrictions that were not notified to Naijamaican by the client and or any services which when rendered may effect a penalty by the event location owners. Naijamaican reserves the right to refuse or decline any requests to assist with any issues, work and is not liable for any claims arising as a result of this.
16. Naijamaican can facilitate events insurance if required or recommended. Naijamaican may refer clients to outside contractors and or obtain quotation for this and associated event facilitation services on the User/Client's behalf, in the event of this The Data protection act will be adhered to when making referrals and when acting on behalf of the client, we will ensure that we seek the best value and service vs. cost and obtain/clarify any grey areas prior to communicating any details of cost to you in a timely fashion.
17. Naijamaican may contract out services which we do not provide in-house or that fall outside capacity including the hire of and finding of Venues, Professional Waste Disposal, Accommodation, Entertainers, DJ's, Comperre/Professional MC, Waiting Staff, Runners/Messengers, Cake Makers and Professional Dancers and Minglers. Fees for all contracted services will be provided and client/user will be notified of services which are contracted out. Instructions for all contracted out services must be provided in a clear fashion by the User/Client, in these instances, Naijamaican will facilitate requests to known and or trusted contractors who will generally only liaise directly with Naijamaican. If users/Clients wish to deal directly with a service provider outside of those Naijamaican trusts or knows, the client/user is responsible for all liaison with the provider and cannot hold Naijamaican responsible for any issues or difficulties arising as a result of engaging an outside provider including if the service that has been procured has a direct linkage with any services that have been ordered from Naijamaican.
18. As with events facilitation, Users/Clients may find that additional services not requested or invoiced for are required. In the event of this, Naijamaican asks that the User/Client not assume right of access to ex-gratia or free services and that the proprietor be notified and that the User/Client notes that additional charges may or will be levied for services not already requested or paid for. Any additional fees will be payable immediately.
19. On occasion, Naijamaican may provide services in clear and full agreement on ex gratia basis, this means provision of a service we ordinarily charge for free of charge. Agreement to do this does not exclude you from usual rights applicable and we will not abuse your trust as a result of this, however In the event of abuse of this service; Naijamaican reserves the right to request full payment for the service payable immediately. Abuse of the service includes hostile, abusive and unreasonable behaviour.
20. Naijamaican only employs staff who are respectable and experienced service providers and does not tolerate ill treatment, harassment, hostility, misuse, abuse and or negative solicitation of any member of staff, we reserve the right to deny provision of service without any refund if any of the above are flouted. Clients/Users are reminded not to approach staff at events to make any requests outside of the ordinary or engage in any conversations relating to the services provided or any other matters but instead to communicate these to the proprietor calmly, clearly and politely directly either by telephone at specified numbers if the proprietor is not in attendance or in person if available.
21. Naijamaican reserve the right to contract out part of or the entire service for which you have paid and will notify you in good time usually 2-3 weeks prior to your event. Should this happen, Naijamaican will ensure that the level of service and delivery is in line with our service levels.
22. Naijamaican is registered as a data controller and specialist catering services provider under the Data Protection Act of 1998, The Food Safety Act of 1990 and Health and Safety at Work Act 1974 and complies with the Food Hygiene Regulations of 2006. In addition, Naijamaican is experienced and fully qualified to provide hospitality and customer care services including management and facilitation of events projects.
23. The summary detailed above applies to all services available from Naijamaican and may change from time to time.
24. Where an existing contract has been entered into; changes, amendments and clause insertions or deletions will be communicated to Users/Clients on an individual basis.
25. All final contracts terms and conditions will be tailored to the event and the User/Client needs and requirements incorporating any agreements in principle or verbally.
26. Any contact regarding our services including clarification of any terms and conditions or notification of dissatisfaction should ordinarily be made by telephone to 0845 388 6709, telephone or text to 0798 413 4851 or by email to info@naijamaican.co.uk or by using the form available on the contact us page at <http://naijamaican.co.uk> Please do not email or text any sensitive information such as bank details and or credit/debit card details to us at Naijamaican. Naijamaican is open for enquiries 8am-8pm Monday -Friday and 10am - 4pm Weekends, Requests for Administrative Services Such as Quotations and Ratification of Out of House Services etc are usually dealt with during Normal Working Hours i.e 9am - 5pm Monday - Friday. We may at our discretion provide these services outside of these hours in order to bring you the best we can offer however this is not guaranteed and is usually on par with workload and staff availability.
27. By agreeing to use our service you agree to the terms and conditions provided within this document also available at <http://naijamaican.co.uk/legal.aspx> . If you do not agree, please do not use the service/s and seek alternative provision. We aim to please, welcome feedback and are happy to discuss any areas of concern with you and tailor contracts to your needs prior to proceeding.
28. The terms and conditions outlined above form a basis for service provision contractual arrangements. A formal personalized document outlining details of contract and any deviations or specifications not covered within this document is available on request.

SUMMARY TERMS AND CONDITIONS AVAILABLE ON OUR WEBSITE WWW.NAIJAMAICAN.CO.UK, FULL TERMS & CONDITIONS WILL BE PROVIDED ON ACCEPTANCE OF QUOTATION AND WITH INVOICE.