

Terms and Conditions

Our Promise to you

We will be contactable throughout your planning process, to ensure your dream menu comes to life. Starting with your initial plans, what you have in mind and how we can cater for your needs.

We will explain the options that we offer, helping you create your personal menu.

We are not limited by our menu, so your ideas are welcome.

Our coordinators will always be an email or phone call away for any questions, providing advice along the way.

You will have a designated events coordinator and a team on the day to prepare, serve and be a helping hand when you may need us.

Orchard wedding policy

Prices are based on a minimum of 50 adults for your wedding breakfast and an additional 30 guests for evening food (unless stated otherwise).

Smaller parties will be priced separately.

Should there be any reduction in numbers or change to the menu selections, timings or significant increase in raw ingredient prices, we reserve the right to increase prices or apply a service charge.

We are not liable for any food provided by external parties.

Your Venue

We are named caterers at a range of different venues; we are more than happy to venture out. (Additional travel charges may apply)

This is subject to the below: you undertake to provide adequate kitchen space and tabling for food preparations. Additionally, good, clean water supply (into kitchen area) and adequate electric power (typically a 30Kva generator for a hot sit down meal).

If the chosen venue is a marquee, (see below) or does not have a kitchen, you are responsible for providing a commercial kitchen space.

Failing this, a kitchen supplement charge may be applied if we do need to setup our own kitchen space. For a marquee function, we would normally require a service tent of 20' x10' depending on number of guests and type of event.

Tasting day

We recommend our couples have a tasting day prior to their wedding day, this enables their final menu choice to be made. Tastings are complimentary for couples who have booked with Orchard and you will be notified of the date and time upon booking. If not booked we do charge £50 per person for these (x2 guests). If after the tasting you book with Orchard this will be refunded back.

This can be payable via bank transfer prior to our scheduled tasting days. Unfortunately, our tasting days cannot be held at our unit, although we do schedule these in at the start and end of each year.

We are limited to when we can host these and we will endeavour to ensure you are booked on a tasting in advance of your wedding, however we cannot guarantee this and could depend on when you booked with Orchard.

Payment

Payment schedule (Venue Dependant)

A non-refundable deposit of £500.00 is payable within 2 months to secure the date of your function. By paying this, you agree to our terms and conditions illustrated in this document.

A 50% invoice will be issued 6 months prior to your function, leaving your final quotation balance (less deposit & 50%) to be paid 14 days prior to the function date.

Final numbers and pre-order and dietary requirements are to be supplied to us no later than 21 days before.

If After your final payment there is any reduction in numbers this will not be refunded.

Additional Charges

Any items hired on your behalf, (e.g. Table linen, glassware and crockery) is the responsibility of the client.

Orchard Catering's team will assist in clearing away and packaging of such items - but these are ultimately your responsibility.

Our Quote includes a £100 hire charge deposit, therefore if after your event we have recorded no loss or damage to hire, we will refund this deposit to you.

If any loss or damage is recorded we will refund the difference of what Orchard has been charged.

Proof of loss invoice will be provided if this is the case

Payment continued...

Payment details

Bacs payment details will be detailed on each invoice sent to you. This includes your deposit. We do not take card payments over the phone.

Cancellations

If you need to cancel for any reason cancellations must be confirmed in email to the team.

If cancellation is the only option please see below cancellation charges.

9 months before- Loss of Deposit

6 months before- Loss of Deposit & 50%

Less than 14 days before the event- Loss of Full Amount

Postponement

In any instance you may need to postpone your wedding (illness, government guidelines, personal issues), we ask you to tell us at your earliest convenience.

We will work with you based on your individual case if this does occur. Please get in touch with our events team if you do have any questions.

If you do postpone, where possible we will honour your original prices quoted. However this is subject to the rising costs incurred by Orchard and your prices quoted may be subject to change.

Covid-19 Policy.

Due to the recent pandemic our guidelines are as follows:

We are happy for you to postpone your wedding day with no additional charge, however if you do decide to cancel your wedding our above cancellation policy applies.

Circumstances out of our control

We will do our utmost to arrive on time to carry out our duties. In case of extreme weather conditions or circumstances outside our control, we accept no liability.