

Any orders placed with Nice Food will constitute your acceptance of our terms and conditions.

HOW TO ORDER

Ordering is simple.

Either email info@nicefoodconcepts.co.uk or phone us on 020 8665 0076.

Select from one of our sample menus or tell us what you fancy and we'd price it for you and send you a quotation.

For next day delivery orders need to be placed by 3pm the day prior. Subject to function requirements.

Orders for Mondays should be placed by 3pm Friday.

Breakfast must be ordered by 12 noon on the working day before your breakfast is required and we are unable to take cancellation after your order is confirmed.

LATE ORDERS

We will always try and incorporate same day or late orders where possible.

We operate a Late Order Menu for same day and next day delivery requests made after 3pm.

Orders received after 3pm the previous day may have to be put at the end of our delivery runs and we may not be able to guarantee requested delivery window, again we will advise you of this prior to your delivery time.

A late order fee will be applicable.

PAYMENT TERMS

Payment must be made in advance, for all bookings made within a 28 day period of the event date.

Nice Food operates a deposit policy on advance bookings of 28 days or more. The balance being due 28 days before the event date.

Deposits are non refundable in the event of a cancellation.

'Late Payment' If payment has not been received by thirty days after The Event, The Company reserves the right to charge interest at the rate of 3% over the base rate of National Westminster Bank plc as current at the time payment is due on any outstanding balance.

The Company also reserves the right to charge any other reasonable cost incurred in connection with collection of any Late Payment.

We have 2 methods of payment:

- Paypal
- Bacs transfer - payment confirmation to be provided 48 hours before delivery.

Prices are exc. of V A T. VAT will be added to all invoices where VAT is chargeable.

DELIVERY

Please provide a 60 minute window slot for your delivery. We advise requesting a window slot that is approximately an hour before your required time to allow the setup of food, removal of food coverings. This guide is dependent on the size and scale of your event.

Should we encounter unexpected delays we will call you prior to your delivery time to inform you of this.

We provide free delivery within our catchment area: CR0, CR7, CR2

DELIVERY CHARGES

Delivery to the following postcodes is £10.00:

CR2, CR3, CR4, CR5, CR6, CR8, CR9

SE1, SE2, SE3, SE4, SE5, SE6, SE7, SE8, SE9, SE10, SE11, SE12, SE13, SE14
SW2, SW4, SW8, SW9, SW11, SW12, SW16, SW17, SW18, SW19, SW20

Delivery to the following postcodes is £20: SW3, SW5, SW6, SW7, SW10, SW13, SW14, SW15

Congestion charges are applied where applicable .

For delivery to outside these post codes and times please call for a quote.

Monday to Friday 8am - 5pm delivery is FREE*

Between 7am 8am = £10.00

Between 5pm 6pm = £10.00

Out of hours delivery charge before 7am and after 6pm is £25.00

For more than one daily delivery our multi drop charge is £10.00.

Saturday deliveries will be charged at £30 (Minimum Order Value is £100)

Sunday deliveries will be charged at £50 (Minimum Order Value is £100)

Nice provide a free next day collection service.

Same day collections can be arranged and will incur a £25 charge.

HOW YOUR FOOD IS PRESENTED

All food is presented on ceramic unless otherwise stated or requested. If you require the food to be presented on our quality disposable platters, please request this at the time of ordering.

Our drop off menus is presented in quality catering disposables. Unless otherwise stated.

We use catering disposables for large receptions, which is included in cost. Ceramic may be used for these events for an additional charge.

Upon delivery please ensure the food is consumed within 2 and a half hours of delivery.

Whilst we take every care to preserve the integrity of our vegetarian products, we must advise that these products are not handled and cooked in a dedicated vegetarian kitchen.

Our products may contain nuts or nut traces and some cakes may contain alcohol.

Nice food cannot guarantee that our products are completely allergen free

STAFFING

Waiting Staff - £15 per hour per member of staff for a minimum of 4 hours plus £5 transport

If staff are required to work later than 11pm their hourly rate will increase to £17.50 per hour and the cost of staff transport home will be the responsibility of the client, which may be added to your invoice.

Event Managers are charged at £17.45 per hour.

Chefs are charged at £25 per hour (allow 2 hour per 10 covers)

MINIMUM ORDERS

There is a minimum order of £50. Some Menus also have minimum guests numbers.

FREE' SAMPLE PLATTER SERVICE

So you can put our catering to the test, we'll provide you with delicious tasters for up to four people for just £15.00(+vat). If you book with us, we'll deduct the cost of the sample platter. Dependent on menu choice. Please call to query our nice tasting packages.

Substitutions may have to be made without notice, particularly for late orders.

Due to continual changes in market rates, any quotes provided will only be valid for 1 month after the date of issue unless previously arranged.

CANCELLATIONS AND AMENDMENTS

For same day and orders placed the day before will be non-refundable. You are welcome to telephone us with your cancellation but we will also need this in writing.

If you are ordering a special bespoke menu or catering for more than 50 people cancellations & reductions in numbers will only be accepted if made in writing 3 working days before your requested date of delivery and charged for costs already incurred.

After this time payment for the full amount of the original order will be requested.

Bank holiday dates and all national holidays are subject to additional charging due to staffing costs as will be indicated in advance by Nice Food.

EQUIPMENT

Clients are responsible for all crockery, cutlery, glassware and equipment supplied by Nice Food from the time of delivery until collection.

Nice Food also requires a £100.00 refundable deposit to secure against the cost of breakages, losses or damages of equipment.

Your refundable deposit will be returned once all items are back in stock and checked.

The deposit less the replacement cost of breakages, losses or damage is returned by post after authorised staff at Nice Food have checked the equipment. Where the deposit is not sufficient to cover the replacement cost the client is liable for the balance.

We kindly ask that all equipment must be ready for collection on the day or the following day of hire as requested, as any additional collections required to fully retrieve our equipment will be charged at £15 each time.

You must notify Nice Food as soon as possible if an item has been lost or damaged. All lost and damaged equipment will be invoiced at the current replacement cost.

Lost or damaged item invoices are automatically sent to clients after an item has been missing for 7 days.

The replacement charge is refundable, if the item is returned in good condition after the due date.

HELP US TO HELP YOU

Small delays can cause a snowball effect when it comes to deliveries.

Help us to help you, by making sure that you have provided the correct address, delivery instructions, unloading areas, contact numbers and alerted security staff to our arrival.

This all helps us get around the daily delivery run quicker and will ensure a stress free & efficient delivery.

FEEDBACK & COMPLAINTS

We always welcome feedback from our clients both good & bad, regarding any aspect of our service.

If the need to complain arises regarding a delivery you have just received please contact Nice Food immediately on 0208 665 0076 so we can ensure measures are taken as quickly as possible to remedy any problems that you may have encountered.

All complaints must be received within 24 hours of receipt of goods.

Nice Food reserves the right to terminate a working agreement on reviewing any negligent activity, which as a result, may or may not harm Nice Food or their staff.