

Plant Belly Catering Ltd

PLANT BELLY

Catering Terms & Conditions

Effective from: 23rd October 2026

These Terms & Conditions apply to all catering services provided by **Plant Belly** ("Plant Belly", "we", "us" or "our") to the person or organisation booking our services ("the Client", "you" or "your").

By accepting a quotation, paying a deposit or otherwise confirming your booking with Plant Belly, you agree to be bound by these Terms & Conditions.

1. Our Services

Plant Belly provides fully plant-based catering for private events, celebrations, corporate events and other occasions.

Our services may include, depending on your booking:

- Preparation and supply of food;
- Buffet catering;
- Drop-off catering;
- Collection of food;
- Delivery to a nominated venue;
- Food presentation and/or serving equipment where specifically agreed;
- Other catering services agreed in writing.

The exact services being provided will be set out in your quotation or booking confirmation.

Unless specifically agreed otherwise, Plant Belly provides **food only** and does not provide waiting staff, chefs on site, venue management, table service, washing-up or other event services.

2. Quotations

All quotations are based on the information provided by the Client at the time of enquiry.

A quotation will normally remain valid for **14 days**, unless otherwise stated.

A quotation is not a confirmed booking. Prices, availability and proposed menus may be subject to change until the booking has been confirmed and the required deposit has been received.

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Plant Belly reserves the right to amend a quotation if there are significant changes to the event, guest numbers, menu requirements, delivery arrangements or other circumstances affecting the cost of providing the service.

3. Booking Confirmation

A booking is confirmed once:

1. The Client has accepted the quotation;
2. The required deposit has been paid; and
3. Plant Belly has confirmed the booking in writing.

Payment of the deposit constitutes acceptance of these Terms & Conditions.

Plant Belly may decline or cancel a provisional booking where the required deposit is not received by the agreed deadline.

4. Deposits and Payment

A deposit of **25%** of the total booking value is required to secure the date.

The deposit is non-refundable except where required by law or where Plant Belly agrees otherwise in writing.

The remaining balance must be paid no later than **14 days before the event date**, unless otherwise agreed in writing.

For bookings made within the final payment period, Plant Belly may require payment in full at the time of booking.

Plant Belly is not obliged to commence preparation, purchase ingredients or provide catering services where payment due has not been received.

5. Final Guest Numbers

Final guest numbers must be confirmed no later than **14 days before the event**, unless otherwise agreed.

The final number provided will be used to calculate the final catering quantity and, where applicable, the final balance.

Once final numbers have been confirmed, reductions in guest numbers may not result in a reduction in the total price because ingredients, preparation and other costs may already have been committed.

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Where guest numbers increase after the final numbers have been confirmed, Plant Belly will endeavour to accommodate the additional guests but cannot guarantee availability. Additional guests will be charged at the agreed per-person rate or another price agreed with the Client.

6. Menu Changes

Menus are agreed with the Client in advance.

Plant Belly reserves the right to make reasonable substitutions to ingredients where an ingredient becomes unavailable or where necessary to maintain food quality, safety or supply.

Where a significant menu change is necessary, Plant Belly will discuss this with the Client wherever reasonably possible.

Minor presentation differences from photographs, examples or previous events should be expected as food is prepared by hand and may vary in appearance.

7. Allergies and Dietary Requirements

Plant Belly is a fully plant-based caterer.

All food supplied by Plant Belly is made using plant-based ingredients.

The Client is responsible for providing accurate information regarding any allergies or specific dietary requirements among their guests.

All known allergies and dietary requirements must be provided to Plant Belly **in writing no later than 14 days before the event**, unless otherwise agreed.

Plant Belly will take reasonable steps to accommodate declared allergies and dietary requirements where this has been agreed in advance.

However, Plant Belly operates from a kitchen which may have previously been used for foods containing allergens. The kitchen and equipment are thoroughly cleaned before commercial food preparation begins, but Plant Belly cannot guarantee an environment completely free from traces of allergens.

Plant Belly cannot accept responsibility for an allergic reaction where an allergy has not been disclosed in advance or where the Client or guest has consumed food despite being advised that it may contain or have been exposed to a relevant allergen.

Guests should not consume food where they are unsure whether it is suitable for their dietary requirements.

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8. Plant-Based Catering

Plant Belly's food is prepared using plant-based ingredients.

Where Plant Belly supplies food that has been prepared or packaged by another manufacturer or supplier, Plant Belly will rely on the ingredient and allergen information provided by that supplier.

Where appropriate, products may be labelled to identify their plant-based status and relevant allergens.

9. Delivery and Collection

Where delivery is included in the booking, Plant Belly will agree a delivery date, time and location with the Client.

Delivery times are estimates and may be affected by traffic, weather, road closures, accidents or other circumstances outside Plant Belly's reasonable control.

The Client must ensure that someone is available to receive the food at the agreed delivery time unless alternative arrangements have been agreed in advance.

Once food has been delivered and accepted by the Client, venue or nominated recipient, responsibility for the food passes to the recipient, subject to any applicable legal obligations.

If nobody is available to receive the food, Plant Belly may charge an additional delivery or waiting fee and cannot guarantee that the food can remain at the required temperature or condition.

For collections, the Client is responsible for arriving at the agreed collection time and transporting the food appropriately.

10. Venue Requirements

The Client is responsible for ensuring that Plant Belly has reasonable access to the venue and that the venue is suitable for the agreed catering arrangements.

This includes, where applicable:

- Suitable access for delivery;
- A suitable area for setting up food;
- Tables or surfaces required for buffet presentation;

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- Access to electricity or other facilities specifically agreed in advance;
- Suitable refrigeration or storage facilities where required;
- Adequate space for catering equipment;
- Any permissions required by the venue.

Where the Client has arranged catering through a third-party venue, wedding venue, event organiser or other supplier, the Client remains responsible for ensuring that Plant Belly's requirements are communicated to them.

Plant Belly is not responsible for delays or additional costs caused by inadequate venue access, unavailable facilities or restrictions imposed by the venue.

11. Food Safety and Storage

Plant Belly prepares and transports food in accordance with applicable food safety requirements.

Once food has been delivered or collected, the Client or venue is responsible for ensuring that food is stored, displayed and consumed appropriately.

Where food is supplied with specific storage or serving instructions, these instructions must be followed.

Plant Belly cannot accept responsibility for food that has been improperly stored, handled, reheated, transported or served after it has been handed over to the Client or venue.

Food should not be consumed after any use-by or safety instructions provided by Plant Belly.

12. Equipment, Serving Items and Property

Where Plant Belly supplies serving equipment, containers, display items or other property for use at an event, these remain the property of Plant Belly unless otherwise agreed.

The Client is responsible for the reasonable care of any Plant Belly equipment supplied.

Loss, theft or damage caused by the Client, guests or venue personnel may result in a charge for repair or replacement.

Any equipment intended for return must be made available for collection or returned to Plant Belly as agreed.

13. Cancellation by the Client

If the Client cancels the booking, cancellation must be made in writing.

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Because Plant Belly commits time, ingredients, preparation and other costs to confirmed bookings, the following cancellation charges will normally apply:

Cancellation period	Amount payable
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More than 28 days before event	Deposit retained
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14–28 days before event	50% of total booking price
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Less than 14 days before event	75% of total booking price
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Less than 7 days before event	100% of total booking price
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Where the amount already paid is less than the applicable cancellation charge, the remaining amount will become payable.

Plant Belly may consider individual circumstances at its discretion, but any reduction or waiver of cancellation charges must be agreed in writing.

14. Cancellation by Plant Belly

Plant Belly reserves the right to cancel a booking where circumstances outside its reasonable control make it impossible or unsafe to provide the catering service.

This may include serious illness, accident, fire, flood, equipment failure, loss of premises, supplier failure or other circumstances beyond Plant Belly's reasonable control.

Where Plant Belly cancels a booking, Plant Belly will provide as much notice as reasonably possible and will refund payments made for services that cannot be provided.

Plant Belly will not be responsible for indirect or consequential losses arising from cancellation, including venue costs, entertainment costs, accommodation, travel expenses or other third-party costs, except where liability cannot legally be excluded.

15. Force Majeure

Plant Belly will not be liable for failure or delay in providing services where this results from circumstances beyond its reasonable control.

These may include, but are not limited to:

- Severe weather;
- Flood;
- Fire;
- Power failure;
- Transport disruption;

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- Epidemics or pandemics;
- Government restrictions;
- Industrial action;
- Supplier failure;
- Serious illness;
- Accidents;
- Damage to or loss of catering premises.

Plant Belly will take reasonable steps to minimise the impact and, where possible, discuss alternative arrangements with the Client.

16. Venue and Third-Party Suppliers

Plant Belly may work alongside venues, wedding planners, event organisers, photographers, florists, bar companies and other suppliers.

Plant Belly is not responsible for the acts, omissions, delays or failures of third-party suppliers.

Where Plant Belly is required to coordinate with a venue or another supplier, the Client authorises Plant Belly to communicate with them for the purpose of delivering the agreed catering service.

17. Customer Property

Plant Belly is not responsible for loss or damage to personal belongings, decorations, equipment or other property belonging to the Client or guests unless caused by Plant Belly's negligence.

The Client remains responsible for ensuring that valuable or fragile items are appropriately protected.

18. Liability

Plant Belly will provide its services with reasonable care and skill.

Nothing in these Terms & Conditions excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence or for fraud or fraudulent misrepresentation.

Subject to the above, Plant Belly will not be liable for indirect or consequential losses, loss of profit, loss of business or other financial losses arising from the booking.

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Plant Belly's liability will otherwise be limited to the amount paid by the Client for the relevant catering service, except where a different limit is required by law or expressly agreed in writing.

19. Complaints

Plant Belly wants every customer to be happy with the food and service provided. If you have a complaint, please contact Plant Belly as soon as reasonably possible and preferably within **48 hours of the event**.

Complaints relating to food quality should be accompanied by relevant information, including photographs where appropriate, details of the food concerned and any remaining food or packaging where this is relevant to investigating the complaint. Plant Belly will investigate complaints fairly and reasonably.

20. Photography and Marketing

Plant Belly may photograph food prepared for an event for use in its portfolio, website and social media.

Plant Belly will not intentionally publish identifiable photographs of guests without appropriate permission.

If the Client does not want Plant Belly to use photographs of the food or event for promotional purposes, they should inform Plant Belly in writing before the event.

21. Intellectual Property

Menus, recipes, photographs, branding, designs, written materials and other content created by Plant Belly remain the intellectual property of Plant Belly unless otherwise agreed.

The Client may not reproduce Plant Belly's menus, branding, photographs or other materials for commercial purposes without written permission.

22. Changes to These Terms

Plant Belly reserves the right to update these Terms & Conditions from time to time.

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The Terms & Conditions applicable to a confirmed booking will be those provided to the Client at the time the booking is confirmed, unless a subsequent change is required by law.

23. Data Protection

Plant Belly will only collect and use personal information reasonably required to administer bookings, provide catering services, communicate with the Client and comply with legal obligations.

Personal information will be handled in accordance with applicable UK data protection legislation and Plant Belly's privacy policy.

24. Governing Law

These Terms & Conditions are governed by the laws of **England and Wales**.

Any dispute arising from the provision of services by Plant Belly will be subject to the jurisdiction of the courts of England and Wales, unless applicable law requires otherwise.

Booking Acceptance

By accepting a quotation, paying a deposit or confirming a booking with Plant Belly, the Client confirms that they have read, understood and agreed to these Terms & Conditions.

Plant Belly

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