Kru Kate Thai Home Cooking Terms & Conditions

1. **Guest Numbers and Pricing**
    - Minimum Booking Charge: A minimum booking charge equivalent to 8 guests, or £250, whichever is higher, applies before any additional supplements. Smaller groups are welcome to enquire, especially for local bookings or quieter days.
    - Adult Pricing: Prices are charged per adult according to the selected package and agreed menu.
    - Children's Pricing: Children aged 5 to 12 will be charged at 50% of the adult price. Children aged 13 and over will be charged at the full adult price. This charge applies to all children dining at the event, regardless of portion size or individual food choices.
    - Additional Guests: Please confirm the total number of guests before your event so I can prepare sufficient food. Any additional guests who join the meal on the day but were not included in the confirmed booking will incur an additional charge, payable on the day. Accommodating additional guests will depend on food availability.
2. **Booking Confirmation**
    - All bookings must be confirmed in writing (via email or message).
    - A non-refundable deposit of **£50** is required to secure your booking.
    - Your booking will be confirmed once the deposit has been received.
3. **Payment**
    - The remaining balance is due **7 days before the event.**
    - Payment methods accepted: **Card / Bank Transfer**
    - Prices are quoted based on the agreed menu, number of guests, and travel distance.

4. **Cancellation Policy**
    - Cancellations must be made in writing.
    - The £50 deposit is non-refundable.
    - If you cancel more than 7 days before the event, no further payment will be required.
    - If you cancel within 7 days of the event, 50% of the total booking cost will be payable.
    - If you cancel within 48 hours of the event, the full booking cost will be payable.
    - Any cancellation charge will include the deposit already paid, and any remaining amount due will be calculated accordingly.
5. **Changes to Booking**
    - Any changes to date, time, number of guests, or menu must be confirmed **at least 7 days before** the event.
    - Changes may affect the final price.
6. **Venue Requirements**
    - Kitchen & Dining Area: Please ensure that your kitchen, dining area, and any storage spaces (including fridge and freezer) are clean, safe, and suitable for food preparation and cooking.
    - Hot & Cold Water: Access to hot and cold running water is required throughout the cooking process.
    - Equipment & Facilities: All ingredients and essential cooking equipment (e.g., pots, woks, saucepans) will be provided. Use of the client's **hob, sink, fridge, and freezer** will be required and confirmed at the time of reservation. This allows safe storage of ingredients and proper food-handling procedures.
    - Temperature Checks: I will need to check and record the fridge and freezer temperatures of the appliances used during the booking to ensure compliance with food safety requirements.
    - Cleaning Responsibilities: I will clean the kitchen area used for food preparation and cooking. Clients are responsible for washing their own crockery, glassware, and cutlery.
    - Parking: Parking access is required for unloading ingredients and equipment.

7. **Food Safety & Consumption**
    - To maintain food safety, prepared dishes should ideally be consumed within two hours of serving. Any food kept beyond this time should be handled and stored safely in accordance with food safety guidance.
8. **Menu Choices, Allergies & Dietary Requirements**
    - Please confirm your five menu choices and inform me of any allergies or dietary requirements at least 7 days before the event.
    - I take food allergies and dietary requirements seriously and will take reasonable precautions to reduce the risk of cross-contamination. However, as I work in clients' kitchens, surfaces, appliances and equipment may have previously been used with ingredients containing allergens. Therefore, I cannot guarantee an entirely allergen-free environment.
    - I cannot make appropriate arrangements for allergies or dietary requirements that have not been disclosed in advance. Please let me know about any concerns when booking so we can discuss what precautions may be possible.
9. **Liability**
    - I take care to prepare and cook food safely and hygienically.
    - I am not liable for any accidents or damages occurring in your home during the service unless caused by my negligence.
10. **Photographs & Promotion**
    - Photographs may be taken during the event for promotional purposes, such as on my website or social media. I will ask for your permission before taking or using photographs that identify you or your guests. You are welcome to decline without affecting your booking.
11. **Travel**
    - Travel costs may apply depending on location. This will be confirmed during booking.
12. **Agreement**

By paying the deposit, you agree to these Terms & Conditions.