

# IMPORTANT NOTICE & TERMS OF SERVICE



Thank you for choosing BukachefCatering. Please review the following important details to ensure a smooth and successful event experience.

## OUR STANDARDS & CERTIFICATIONS



BukachefCatering proudly holds a Level 5 Food Hygiene Rating, the highest possible standard, ensuring safe, clean, and high-quality food preparation. We also hold all necessary certifications and documentation to cater both within the UK and beyond. Confirm what your venue needs and let us know!

## SERVING STYLES



We offer three service styles to suit your event :

- **Plated Service (Recommended)** : Individual meals are plated and served directly to guests at their tables, providing a seamless, elegant experience.
- **Buffet Service (Additional Charges Apply)** : guests serve themselves from a beautifully arranged buffet station. Please note this comes with an additional charge as we do not control portion sizes or selections, which can impact food planning and service flow.
- **Family Style Service** : A warm, communal setup where bowls and platters of mains and sides are placed at each table for guests to share and serve themselves.

## MENU & ALLERGIES



Menu selections and any dietary or allergy requirements must be confirmed before the event. We are happy to accommodate allergies if informed in advance. However, please note that our kitchen is not allergen-free.

## SERVING POLICY



We only serve food prepared by BukachefCatering. This helps us maintain consistent quality and avoid confusion during service. We do not serve food from other vendors or sources.

## LEFTOVER FOOD



Any leftover food will be packed and handed over to your event planner or a designated person. BukachefCatering does not retain or take away leftover food after the event.

## FORCE MAJEURE



We are not liable for delays or cancellations due to circumstances beyond our control, including but not limited to: illness, transport disruptions, natural disasters, or venue issues.

## PHOTOS & PROMOTION



We may take photos of our food and event setup for promotional purposes (social media, website, etc.). If you prefer your event not be photographed, please notify us in advance.

## PLEASE NOTE:

- Additions to your menu or guest count may be made after payment.
- Reductions are not permitted once payment is made.
- Setup and arrival times will be coordinated with you for smooth delivery.

## SERVER RESPONSIBILITIES



Our staff are responsible for:

- Serving food
- Maintaining the kitchen and setup area
- Clearing used plates and cutlery (if supplied by us)

Please note: Servers are not responsible for venue cleaning, hall sweeping, or any non-catering duties.

## PAYMENT TERMS



To secure your event date, a 20% deposit is required. This will be deducted from your final bill. The remaining balance must be paid no later than 14 days before the event date. Deposits are non-refundable.

## GUEST COUNT



The final guest count must be confirmed no later than 14 days before the event. This number will be used for food quantities, staffing, and final billing. If more guests attend than confirmed, we cannot guarantee extra servings.

## TRAVEL & LOGISTICS



We cater to events across the UK and within Europe, including locations like Belfast, Dublin, Paris, and more. If travel, transport, or accommodation is required, any additional costs will be discussed and clearly stated in your quote.

## CANCELLATIONS



All deposits are non-refundable. If BukachefCatering must cancel (in very rare cases), a full refund will be issued and assistance will be provided in sourcing a replacement caterer.

## EQUIPMENT & RENTALS



If needed, we can provide chafing dishes, utensils, or serving ware. Costs for rentals will be included in your quote. Clients are responsible for the safety and return of any borrowed equipment.

## LIABILITY



We are fully insured for public liability. However, we are not responsible for:

- Allergies not disclosed in advance
- Food consumed beyond agreed service time
- Damage or loss of property not under our care

Thank you once again for choosing BukachefCatering. We look forward to making your event truly special.

Kind regards,  
The BukachefCatering Team

## CONTACT US

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