

Pure Kitchen: Booking Terms & Conditions

(Wholesale Orders & Buffets)

These Terms & Conditions ("T&C's") apply to all wholesale supply and buffet bookings with Pure Kitchen ("we", "us", "our"). By placing an order or confirming a booking, you agree to these Terms.

1. Orders & Bookings

- All wholesale and buffet orders must be placed in writing (via CaterSOFT booking portal or via email).
- Our preferred method of booking is the CaterSOFT customer portal as this will allow us to promptly confirm you're booking. However, if you do not wish to use this method you may email us with your order.
- Deliveries are available Monday to Friday between the hours of 8am and 3.30pm.
- Collections from our bakery are available Monday to Friday between the hours of 8am and 3.30pm.
- **Lead time for Wholesale goods:** Orders for next day delivery must be placed before 2.30pm.
- **Buffets/catering:** 48 hours' notice is required for all buffet orders.
- Orders are subject to availability and written confirmation from us.
- It is at the discretion of Pure Kitchen to accept or decline any orders depending on our capacity on the requested date.

2. Deposits & Payments

- A deposit is not required for either wholesale or buffet orders (please see our cancellation policy below)
- You will receive an invoice for your order within 15 days after your booking date (unless we do not have the required information or PO numbers)
- All invoices must be paid within 30 days after the booking date.
- Accepted forms of payment: Cheque, BACS, Cash (must be hand delivered to the bakery) or Debit/ Credit card.

3. PO Numbers

- **If your organization requires a PO number to be added to the invoice**, this must be provided at the time of booking via the CaterSOFT customer booking portal.
- If you do not provide a PO number at the time of booking (for those that require one), your order will not be confirmed by Pure Kitchen, but we will pencil it in. You must provide the PO number before the booking date otherwise the booking will be cancelled.

- PO numbers can be added to your booking retrospectively, by going to the 'my orders' section of the CaterSOFT customer booking portal.
- Any Invoices that require PO numbers will not be processed until a PO number has been provided. Failure to meet payment terms could affect any future payment terms we afford your organization for future bookings.

4. Cancellations & Amendments

- **Wholesale orders:** Any cancellations must be made at least 12 hours prior to delivery. Cancellations within 12 hours of your delivery time will incur full charges.
- **Buffet Orders:** Any cancellations made within 24 hours will be liable to the full chargeable rate.
- Amendments (e.g., guest numbers, menu changes, dietary requirements) must be agreed at least 24 hours before delivery/event.

5. Deliveries & Collections

- Delivery will be **FREE** for any delivery address within a 10-mile radius of the bakery (SK1 1LZ).
- For delivery addresses outside of the 10-mile radius a delivery fee of £10 will be applied to each order.
- For any orders under the value of £50 (excluding VAT) a delivery charge of £10 will be applied to each order.
- If we are delivering your order, we will endeavor to be at your delivery address before the time selected for your booking, however, we would suggest that you allow a 15-minute buffer between delivery and the start of your event to allow unloading and checking of your order.
- While we will always do our best to deliver on time, sometimes situations happen beyond our control which could cause your delivery to be late. If this is ever the case we will attempt to contact the named booking person.
- Risk of goods passes to you upon delivery or collection.

6. Food Safety & Allergens.

- Pure Kitchen holds itself to the highest hygiene standards and is proud to have a retained 5* food hygiene rating.

Buffet Customers:

- It is the responsibility of the customer to inform us of any dietary requirements or allergies in advance of your booking date. Allergen or other requirements should be added to your order using the customer portal.

- After your first order with us, Pure Kitchen will send you all the allergen information for any products relating to your booking once your booking is confirmed, and as and when allergen information is updated or new products are added. It is your responsibility to request a copy from us for any subsequent orders.
- Once delivered all buffet food must be consumed within 3-hours, unless refrigerated within that time. Any food left out over the 3-hour limit must be discarded. Pure Kitchen cannot accept liability for any food consumed after the 3 hour limit, whether refrigerated or not.

Wholesale Customers:

- Pure Kitchen will provide allergen information to all wholesale customers ahead of your first delivery and following any updates or amendments to the allergen information. It is the responsibility of the customer to request allergen information for subsequent bookings if needed.

7. Allergen Declaration

All customers (including event attendees) who declare dietary requirements or allergies to any of the 14 allergens should be made aware of the following allergen declaration:

DIETARY/ ALLERGEN DECLARATION- Please share this with anyone who has declared dietary or allergen requirements:

At Pure Kitchen we are committed to transparency and customer well-being. While we try to uphold the strictest standards within our kitchen there is a chance that any of our foods could come into contact with any of the following allergens:

GLUTEN (Wheat, Barley, Rye), MILK and DAIRY, FISH, LUPIN, EGGS, SOY, NUTS, PEANUTS, SESAME SEEDS, SULPHITES and MUSTARD.

Cross contamination is possible in any of our products as they are prepared in a shared kitchen.

8. Equipment & Returns (Buffets Only)

- Any equipment (stands, water urns, utensils, delivery bags etc.) provided will be clearly labelled and remains our property and must be returned in good condition.
- Losses or damages will be charged at replacement cost.
- Buffet trays are reusable and should be kept after each order to be recycled. Trays should be emptied of food after use and Pure Kitchen will endeavor to collect any trays within 7 days after your booking date.

9. Force Majeure

- We are not liable for failure to fulfill orders due to circumstances beyond our reasonable control (e.g., extreme weather, transport disruption, supply shortages).

10. Complaints/ Compliments

- Pure Kitchen prides itself on the quality of our service and your satisfaction. Following each buffet order, we will be sending out a customer satisfaction survey via email. Your feedback helps us to improve our service.
- We will send out customer satisfaction surveys to our bakery customers on a quarterly basis. We would appreciate your time as it helps us to improve our service.
- If you would like to submit a compliment or complaint in relation to your order, please email our bakery supervisor Melissa.Howe@pureinnovations.co.uk. Alternatively, you can contact Pure Innovations Catering Manager Robert.Baker@pureinnovations.co.uk.
- All complaints and compliments will be dealt with in line with Pure Innovations complaints procedure.