

The Alpine Foodie | Private Catering

Terms and Conditions

1. Booking terms and conditions

- 1.1 All bookings with The Alpine Foodie will be on these terms, or any terms substituted for them from time to time.
- 1.2 By making a booking and payment to us you (the client) are deemed to have accepted these terms and conditions.

2. Booking, Deposit and Payment

- 2.1 Once availability has been confirmed by The Alpine Foodie, a non-refundable administration fee of 350 euros (per week) is required to secure the booking for the dates requested.
- 2.2 The final balance MUST be paid by the deadline given in the confirmation email, and no later than 2 weeks before the commencement of the booking.
- 2.3 We reserve the right to cancel the booking if the balance has not been paid 2 weeks before the start of the booking.
- 2.4 Any additional catering costs incurred during the client's stay will be billed and must be paid for in resort before the end of the holiday.
- 2.5 Any and all payments will only be accepted in Euros (€).
- 2.6 The Alpine Foodie reserves the right to refuse or cancel a booking if proof of satisfactory travel insurance cannot be provided by the client, and in this instance the admin fee remains non-refundable.

3. Prices

- 3.1 The prices stated on our website are in Euros (€).
- 3.2 Prices are for 5 days a week private catering services unless otherwise stated.
- 3.3 On the days that the private chefs are off (usually a Tuesday and Wednesday unless changed by prior arrangement), clients are required to eat out or provide their own food (see Section 5.1 below).

4. Refunds and Cancellations

- 4.1 If through circumstances beyond our control The Alpine Foodie is forced to cancel your booking, a full refund of the balance is payable. The administration fee remains non-refundable. This does not include events amounting to Force Majeure (Force Majeure meaning war, political unrest, weather, strikes, acts of God, epidemics, pandemics (see

clause 4.2 below), riots, civil strife, industrial disputes, terrorist activity, natural or technical disasters); or you fail in the payment of any sum due to The Alpine Foodie.

- 4.2 If a government-enforced lockdown due to COVID-19 happens in either France or the UK, meaning that the borders are closed, and the booking physically cannot take place, 100% of the balance will be refunded to the client subject to the following exceptions (the admin fee remains non-refundable):
 - 4.2.1 If such an event happens within 1 week of the commencement of the booking, any costs we have incurred for the week(s) will be deducted before the remaining balance is refunded to the client.
 - 4.2.2 If such an event happens during the booked dates, there will be no refund given and remuneration should be sought through the client's travel insurance providers.
- 4.3 If the booking is cancelled by the client before the final balance has been paid, there will be no refund of the admin fee.
- 4.4 If the booking is cancelled by the client after the final balance has been paid, but no less than 10 days before the booking commences, 50% of the balance paid will be refunded. The admin fee remains non-refundable.
- 4.5 If the booking is cancelled by the client after the final balance has been paid, but no less than 5 days before the booking commences, 25% of the balance paid will be refunded. The admin fee remains non-refundable.
- 4.6 If the client cancels the booking less than 5 days before the commencement of the booking, or if the booking is cut short during the dates paid for, for any reason that is beyond our (The Alpine Foodie) control, or for any reason relating to the client, there will be no refund of any monies paid, with the exception of events relating to 4.2 above.

5. Food and Drink

- 5.1 All dry goods, fresh food, frozen food, wine and soft drinks brought to the property by us (The Alpine Foodie) have been purchased to cater to the clients' chosen menu for the period of the booking. We respectfully request that whilst our chef is not on the premises the food and drink is not consumed by the client or their guests.
- 5.2 If an item of food has been consumed outside the catered mealtimes, and is integral to a planned dish, we reserve the right to make an additional charge for replacement items.
- 5.3 The 'unlimited red and white wine' offer is only available during the evening meal, whilst food is being served. We reserve the right to make an additional charge for wine provided by us which is consumed at any other time.
- 5.4 There is no charge for babies and toddlers up to the age of 3 unless additional ingredients need to be purchased. In this instance, the client will be billed for the cost of these items, which will be payable to us in resort, before the client leaves.

- 5.5 Any kitchen equipment not supplied with the property is the property of The Alpine Foodie. Any damage or breakages caused by the client or any of their guests MUST be paid for before the end of the holiday.
- 5.6 We kindly request that whilst we are working the client and their guests limit the amount of time they spend in the kitchen.
- 5.7 Kitchens can be dangerous, and we (The Alpine Foodie) will not be held responsible for any injury sustained by any guest at any time. We will also not be held responsible for any injury caused by use or misuse of any of our equipment at any time.

6. Dietary requirements and allergies

- 6.1 The Alpine Foodie will endeavour to provide suitable adaptations to the clients' menu for any guests with special dietary requirements or allergies. We cannot however take responsibility for any guests' additional dietary needs unless advised in advance (no less than 1 week prior to the commencement of the booking).

7. Limitation of liability

- 7.1 The Alpine Foodie's liability shall be limited to the private catering costs and under no circumstances shall it extend to additional loss or expenses incurred in or consequent to the client's holiday.
- 7.2 The Alpine Foodie does not accept any responsibility or liability whatsoever in connection with any third-party service provider or provision of third-party services.
- 7.3 Our certificate of public liability insurance is available to view on request.