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WEBSITE USE:

The use of this website: **www.rockofagescatering.co.uk** and the purchase of foods, products or catering services through this website are as a condition of your agreement with our terms and conditions. Please read our terms and conditions below diligently and in full. It governs our business relationship with you.

You are responsible for making all arrangements necessary for you to have access to our Sites. You are also responsible for ensuring that all persons who have access to our Sites through your internet connection are aware of these Terms and all other applicable Terms, and that they comply with them. Please note that we reserve the right to amend or change our prices, terms and conditions without notice to you as regards any order/orders. Please ensure that before placing an order with us, you have read our current terms and Conditions as stated on our website.

At **www.rockofagescatering.co.uk**®, we are regularly reviewing the prices on the website. All prices are subject to change without prior notice. However, you the customer will only pay the price of goods ordered at the time of purchase. We do not accept liability for any omissions, inaccuracies, commissions or errors in our product descriptions, including pictures, information and or stated prices.

Please take appropriate steps to verify all information on the Sites before acting upon it. Actual product or service received when ordered may vary slightly from the pictures displayed on our website, but the quality and quantity remain accurate and the same.

For orders placed which contain products/services currently unavailable or not in stock, a full refund of the product will be processed and credited back to the customer. Such refund and amount refunded will be by the same and refunded by the method with which you made the original payment. Please allow up to 7 working days for the transaction to be completed if applicable. We are not responsible for any discrepancies regarding the processing of a refund.

CANCELLATION POLICY

For Cancellation of booking at any time, there is no refund paid back at all.

AMMENDING ORDERS

When ordering you cannot make amendments/changes to your order after we have sent the dispatch confirmation. If the customer wish to make amendments to you will need to email us immediately to; orders@popupchefs.co.uk at your earliest convenience. Late changes may not be accommodated. We can/will make changes at our own discretion only but additional fee/surcharge will apply.

SUBJECT TO AVAILABILITY

ROACS® is a private & independent business; therefore, all our products/services are subject to availability only. Order requests are accepted at our sole discretion whilst we also maintain the right to decline orders without explanation. We stop accepting orders once our available or seasonal service limit has been reached. Our services are well sought after, so advance booking is seriously advised in many cases.

VIRUSES/LINKS

We do not guarantee that our Sites will be secure or free from bugs or viruses! Indeed we are unable to guarantee such. Also, You must not establish a link to our Sites in any website that is not owned by us. We reserve the right to withdraw linking permission without notice.

Any links from our websites are to be accessed at your own risk and we makes no representations or warranties about the content, completeness, or accuracy of any links or the sites hyperlinked to our website . Please note that we do not implicitly endorse third-party sites hyperlinked to our site(s). We are also not be responsible for the content of any third party advertising or sponsorship that may appear on our websites nor for compliance of the same with any laws or regulations.

If you are a consumer user, please note that we only provide our Sites for both domestic and private users.

COMERCIAL PURPOSES

You agree not to use our Sites for any commercial or business purposes, and we have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity. Minimum Guest Number Requirement?

For private home dining we require a minimum of 6 and a maximum of 12 people per order..

For house parties/events we require a minimum of 12 and a maximum of 30 people.

For our venue based events, the minimum number we entertain is 24 and our maximum is 500 people.

We aim to keep the atmosphere cozy, intimate, private and special.

CHEF HIRE SERVICE - Kitchen Size & Use?

Our chefs are trained to work in kitchens of all sizes, however adequate space must/should be available in your kitchen to enable them to prep, cook, plate & serve your ordered meal and to wash up. A photograph of your kitchen will be required in advance so that our chefs will know how to prepare to work in your kitchen.

VIRUS DAMAGES

We will not be liable for any loss or damage caused by a virus, distributed denial-of-service attack, or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of our Sites or to your downloading of any content on it, or on any website linked to it.

We assume no responsibility for the content of websites linked on our websites. Such links should not be interpreted as endorsement by us of those linked websites. We will not be liable for any loss or damage that may arise from your use of them. Any software is downloaded at your own risk.

If you are in any doubt as to the suitability of the software to be downloaded for your computer it is recommended that you obtain specialist advice before downloading it.

CHEF HIRE SERVICE - Dinner Plates & Glasses

Please ensure that you have the appropriate dinner plates, glassware & cutlery for your guests. If you are unable to provide them and you wish for us to bring a set along, we will charge you for the service & will be glad to assist.

CHEF HIRE - How Well In advance Will The Chef Be?

Depending on your guest number, the chef will seek to gain access to your kitchen at least three hours before your pre-agreed meal time. Please ensure that they can gain access. You will be advised as to the name & Identity of the attending Chef(s). Chefs will leave your once dinner is served and we have cleaned up your kitchen & utensils.

DELIVERY

Information about our services and charges can be found on our website. We reserve the right to amend and change these at any time.

We provide our services on weekdays & on weekends. Party catering & seasonal orders placed too late may be rejected by us. You may place an order for services if you live within 1 hour of Edinburgh city, Glasgow city or London city in any direction. All orders placed must provide a bona fide address for processing.

LIABILITY NOTICE

ROACS® shall not be liable for any delays or failure of service that is caused by circumstances that is beyond our control or your failure to provide us with satisfactory service instructions, or provide a correct & accessible delivery address/venue or any cogent/relevant instructions that are pertinent to the supply of service to you.

SIGNATURE REQUIREMENT

There is a requirement to sign for the goods on delivery by our Chefs/staff. If there is no one at the service address/venue when the our staff attend as agreed, our Chefs will be obliged to depart and may not return to your address again. A second attempt will NOT be made to come and cook for you. If you give us specific instructions in your Order (or prior to us sending dispatching our Chefs) we will honour that and follow your instructions.

COOKIES/BROWSERS

On our website we reserve the right to use cookies. These contain user's data and are stored on your computer and are used to remember your identity, track your searches, checkout details and to allow what products in your shopping basket to be stored until you next visit to our website. Some internet browsers may block cookies. Alternatively, you may change your browser settings to block the use of cookies for this website, or

for all the websites you visit. However, this will likely result in a degraded browsing experience. To provide a better experience to our users, and to help us identify the parts of our website that perform best, please accept the use of these cookies.

STATUTORY RIGHTS

We hope that you enjoy our food and our services but, if for any reason you are unhappy, please let us know why as soon as possible, by sending us the order tracking number and the reason why you are disappointed with our services. Your statutory rights are unaffected. We will do our very best to respond as quickly as possible and try to resolve the matter.

FOOD ALLERGY INFORMATION:

We require customers who are allergic to nuts, seafood, dairy or other products to inform us in advance and provide detailed & specific warnings. To Read Our Warning/Guide Now?

PAYMENT

All orders must be paid for in advance including delivery cost where applicable and without exception.

ACCEPTANCE OF TERMS OF USE

The use of the **ROACS®** website is subject to the terms of use as defined and governed by this copyright policy, which constitutes a legal binding agreement between you and us. By using this website you hereby acknowledge that you have read, understood and are in agreement to be bound by the terms of use as defined and governed by herein.

Nothing in these Terms excludes or limits our liability for death or personal injury arising from our negligence, or our fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited by English law. We may revise these terms at any time by amending this page. Please check this page from time to time to take notice of any changes we made, as they are binding upon you.

STAFF TREATMENT CLAUSE?

Please know that if you are verbally or physically abusive to our staff at anytime, our chefs or concierge staff will walk away and terminate his/her service immediately. We will NOT tolerate any form of intimidation, discrimination, sexism, misogyny, verbal or physical abuse, sexual harassment or any other derogatory, offensive or discriminating behavior. Where deemed necessary, we will report such behavior to the police.

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TO MAKE A BOOKING:

If you are ready to book now? Please email your order/inquiry to:

Email to: rockofages.shade.co.uk

Website: www.rockofagescatering.co.uk

Telephone: 0 7942 870444