



BOOKING OUR SERVICES

Please read and ensure that you are 100% comfortable with our terms before placing an order with us. Booking your catering with us, is an acceptance that you agree to our terms. Thank you :)

Goods & Services

Wild Roots Kitchen & Bar Ltd. provide corporate and event catering for your event and will deliver it to you on the day required, before your event starts.

Payments, Deposits & Amendments

1. We charge a price per head, plus delivery (based upon location & travel time) on the day of your event (inc. VAT). Please note that minimum quantities do apply for many of our menus.
2. To secure your booking, we need confirmation of your event date, delegate numbers, menu choice, dietary requirements and delivery address(es) sent to us by email (we can send you a booking form to fill in, please just ask).
We will also need a contact name and number for delivery (someone who will be available on that number incase we can't find you or park easily outside!). If we need to deliver to multiple addresses we will also need a name & mobile number for each location.
3. A quote will be sent to you to check you're completely happy before confirming your booking.
4. We will invoice you a non-refundable 50% deposit (based upon your expected numbers), upon booking.
5. We would need payment in full, one week before your event date, along with final confirmation of delegate numbers and dietary requirements.
6. Please inform us by email of a change in details or delegate numbers as soon as possible.
7. Please let us know if you require a receipt and we will be delighted to send one to you.

Cancellations

1. If, due to circumstances beyond our control, we have to make any changes to our Services, we will be in touch immediately.
2. Please note that your deposit is non-refundable, but:
3. If you postpone your booking more than seven days before your event, we will move the deposit to the new event date for you.
4. If you cancel your booking with fewer than seven days until your event, we would need to retain the full payment (as we will have already ordered and paid for all of the ingredients).

If you have any questions about any of our terms and services, please do get in touch with us at theteam@wildrootskitchenandbar.co.uk and we'll be delighted to help.

Thank you so much for visiting us!