



Terms and Conditions

Important points to consider and remember before confirming your booking.

Payment Schedule

We require a non-refundable, 30% deposit upon booking, with a further 40% payment due 6 weeks prior to the event, and full payment due 14 days prior to the event. Please note your booking is not confirmed until we receive your deposit. Payment options are:

Cancellation and refund policy

BACS Transfer	Cheque
Account name: Momo Cooking Bank: Barclays Account number: 8315 6508 Sort Code: 205036	Payable to 'Momo Cooking' Post to: 9 Kingsmead Road South, Oxton, Wirral, CH43 6TA

Cancellations made more than 28 days of the event—We will refund all monies (excluding deposit)

Cancellations made within 14-27 days of the event—We retain the 30% deposit and refund 50% of the remaining balance

Cancellations made within 13 days of the event—No refund is available

In the event of a cancellation, Momo Cooking will endeavour to book another event of similar value on your date. Where this is possible, we will return all monies to you (excluding deposit).

Momo Cooking will not cover any costs levied by 3rd parties as a result of your cancellation, i.e. venues, equipment or crockery suppliers. Full payment for this will be sought from you in addition to any applicable cancellation charges as detailed above.

In the unlikely event that we cancel your event, you will be entitled to a full refund (including deposit).

Date changes

Any changes to the date and time of the event must be confirmed in writing (or email) by both parties. You are responsible for paying any additional charges levied by 3rd party suppliers as a result of your date change, i.e. venues or equipment suppliers.

If a date change can not be accommodated, this will be considered to be a cancellation of the event and you will be liable for charges as outlined in our Cancellation and Refund policy above.

In the unlikely event that we ask you to change the date of your event and you are unable to accommodate this, we will refund all monies to you in full (including deposit).

Menu changes

Upon signing our Catering Agreement, you agree to the menu presented within it. You may request changes to the menu in writing (or email) and we will do our best to accommodate your request. However, please be aware that changes may result in additional costs to you. We will discuss and confirm changes in costs with you in writing (or email) before making changes.

Our menus are devised in good faith and in the confidence that we will be able to source all of the items in your dishes on the day of the event. However, if for any reason we need to change any items on your menu, we will advise you as soon as possible and offer alternative dishes within the same price range.

Our charges to you

The quote you have received is based upon the minimum numbers of guests stated within it. Changes to your minimum numbers may result in our rates changing accordingly. We will inform you of this and confirm with you in writing (or email) before agreeing changes. In instances where changes to quotes are made based on minimum numbers or any other issue, new quotes will be issued which supersede all earlier quotes, and charges will be based on the costs given in the most recent quote.

We require confirmation of final numbers of guests 14 days prior to the event. No refund will be issued if numbers subsequently fall below the agreed minimum. Additional charges will apply for increased numbers.

Damages to equipment

You are liable for the full cost of any damage caused by yourself or your guests to the equipment of Momo Cooking or that of 3rd party suppliers that we use at your event.

Dietary or other requirements

Please let us know if you or any of your guests have any special dietary requirements or allergies that we should be aware of as soon as possible. We will do our best to accommodate any requirements disclosed to us in good time.

Venue

The majority of our preparation and cooking will be done in our kitchen. We will need access to clean, clear hobs workspace at the venue to heat, serve and prepare any fresh dishes on the day. Exact details will be specified in writing within your initial quote. It is your responsibility to confirm that your venue meets these requirements. If upon arrival Momo Cooking staff feel that the working environment is unsuitable or unsafe we reserve the right to withdraw our services. No refund will be issued.