

The Alpine Foodie | Private Catering

Terms and Conditions

Bookings and Cancellations

A deposit of 50% of the total amount of the booking fee is required in order to secure the booking for the dates requested.

The 50% deposit is not refundable under any circumstances unless we (The Alpine Foodie) cancel the booking ourselves.

The deposit will ONLY be refunded 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 can't take place. In this instance, 100% of the balance paid will be refunded to the client. Please see the next term for exceptions.

If such an event happens within 1 week of the commencement of the booking, our costs for the week will be deducted before the remaining balance is refunded to the client. If such an event happens during the booked dates, there will be no refund given and remuneration should be sought through the clients travel insurance.

The final balance MUST be paid by the deadline given, usually 2 weeks before the commencement of the booking. We reserve the right to cancel the booking if the balance is not paid 1 week before the start of the booking.

If the booking is cancelled by the client before the final balance has been paid, there will be no refund of the deposit.

If the booking is cancelled by the client after the final balance has been paid, no less than 10 days before the booking commences, then 50% of the total balance of the booking will be refunded. The deposit remains non-refundable.

If the client cancels the booking no less than 5 days before the start of the booking, they will be entitled to a refund of 25% of the total balance of the booking. The deposit remains non-refundable.

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 moneys paid.

We reserve the right to refuse or cancel a booking if proof of satisfactory travel insurance can not be provided by the client, and in this instance the deposit remains non-refundable.

Food and Drink

All dry items, 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 week, for the amount of

guests agreed and paid for by the client. All items of food and drink are for specific planned meals, and have been budgeted for by us, so we request that whilst our chef is not on the premises the food and drink is not consumed by the client or any of their guests. We do not offer an all-inclusive style package and request that any food for snacks or meals outside of the package that has been agreed and paid for is bought by the client or their guests from one of the local supermarkets, and not taken from our stock.

Due to the nature of our menus, the vast majority of ingredients used are fresh foods and require proper refrigeration (especially in the summer season). We reserve the right to remove any items bought by the client or their guests from the fridge or freezer to ensure the correct and safe refrigeration of our ingredients, if space in the fridge or freezer is low. We will however always try to make space for the clients own food and drink wherever possible.

If an item of food has been consumed by the client outside of the catered meal times, and is integral to an up-coming dish, we reserve the right to charge for replacement items.

The "Unlimited Red and White Wine" is only available during the evening meal and whilst food is on the table, and is not to be consumed by the client at any other time. We reserve the right to charge the client for any of our wine consumed at any other time.

There is no charge for babies and toddlers up to the age of 3, as long as no specific ingredients need to be purchased over and above what will already be bought by us (The Alpine Foodie) for the paying adults in the booking. If any specific foods or beverages need to be bought for the child then the client will be billed for the cost of these items, which will be payable to us in resort, before the client leaves.

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.

We are professional caterers which means that once we are working in your property the kitchen becomes a commercial kitchen. We request that whilst we are working the client and their guests limit the amount of time that they spend in the kitchen, and that any baby feeds/washing of bottles/preparing of toddlers meals is not done whilst we are preparing or serving food. Kitchens can be dangerous, and we will not be held responsible for any injury sustained by any guest not adhering to these guidelines. We will also not be held responsible for any injury caused by use or misuse of any of our equipment by any client when we are not present in the property.

We only provide catering for a maximum of 6 days of any booked week. We do not provide any food or drink to the clients on our day off (apart from the continental breakfast items) and would respectfully ask that the client does not use any of our products or equipment on this day. Please see previous terms regarding consumption of food outside of designated meal times or use of our equipment.

Any breakages of any of the accommodations property relating to catering (crockery, glassware, equipment supplied by the accommodation provider, etc) that are caused by the client or any of their guests (including children) must be paid for direct to the holiday provider in line with their individual breakages policy.