

General Terms and Conditions

Glossary of terms:

From hereon (you) is used to describe the customer or your representative for example another responsible adult. (Me) (My) & (I) means David Warner who is the registered legal owner of davidwarner.co.uk

1. Insurance

- 1.1. I hold the relevant Public Liability insurance in order to carry out services as your Personal Cook. You may request a copy of the cover document before I start work or at any point thereafter.
- 1.2. You agree that your property and its contents are also suitably insured, especially your kitchen equipment. I will not take responsibility for any damage or losses incurred as a result of anything beyond my control except where required to do so by UK law.

2. Quotes

- 2.1. Quotes are free and will be based on your stated requirements at the time of issue and do not include the cost of ingredients, which you will be billed for separately if you opted to have me shop for them. If you provide your own there will be no charge.
- 2.2. Where applicable quotes will include estimated costs of ingredients, however this will likely change depending on the location and (or) quality of ingredients purchased and if they are on promotion at the time of purchase.
- 2.3. There is no additional charge for my time to shop for your ingredients. I will ask you questions about the kind of kitchen and equipment you have. This is so that I can determine the best way to prepare your chosen meal before accepting your order.
- 2.4. I cannot therefor be held responsible for any delays or failure to prepare a requested dish because of a lack of equipment that you said you owned which you do not, or a fault that you did not make me aware of before the session. Every attempt will be made to offer a suitable alternative where possible.

3. Once a job is accepted

- 3.1. A deposit no less than 50% of the final agreed price is payable, up-front before the job starts in order to secure the booking. Payment is acceptance of the terms and conditions outlined in this document. Likewise my acceptance of payment is my agreement to also be bound by these terms and conditions.
- 3.2. You may pay directly into my business account, (details provided on request) or by cash. Alternatively using PayPal (sayhello@davidwarner.co.uk) personal cheques are acceptable but they must clear before work is undertaken. The balance owing is payable at the end of the cooking session and should be cleared funds – preferably cash.
- 3.3. You will be invoiced for the total amount after the session and a copy will be sent to you showing the bill as settled. I do not offer credit to individuals although business accounts may be considered.

4. On the Day

- 4.1. You and your guests are welcome to watch me cook and I'll be happy to answer any questions that they may have about cooking. However you agree that there is the potential for this to adversely affect cooking times. I will make every effort to cook and talk although sometimes inevitably there may be a delay.
- 4.2. Timescales will be agreed with you before the session begins, however cooking equipment such as cookers can be unpredictable therefor cooking times may vary from those estimates agreed. You accept that any delays caused by this means are unavoidable.
- 4.3. I cannot take responsibility for children, your dependants or animals. Therefore you should ensure that they are suitably supervised at all times whilst I am on your premises. This includes but is not exclusive to making sure they do not touch hot cooking equipment.
- 4.4. We will discuss your requirements and agree what cooking utensil and ingredients I will need to bring with me before the session. Failure to provide me with the agreed utensil or ingredients and subsequent delays will not be my responsibility.
- 4.5. Sessions are fixed at a maximum of 2.5 hours; the quoted price is per person per meal not per hour. I aim to be onsite for around two hours. If the session runs over then at my discretion and dependant on the circumstances I may extend my time onsite up-to a maximum of 4 hours. This may or may not be chargeable dependant on the reason for the overrun.
- 4.6. You should be aware that certain meals such as roast dinners take at least two hours and often a lot more. This may also be the case for BBQ's, family occasion or groups larger than 8. It will not therefor be possible to cook such meals in a standard 2.5-hour slot. The additional time would therefor already be included with your original quote.

5. Cancellations

- 5.1. Cancellations should be made at least 48 hours before their scheduled start time. In such instances a full refund of any monies already paid will be given, excluding ingredients that I have already paid for (in this instance I may at my discretion agree to buy those ingredients from you).
- 5.2. Cancellations with less than 48 hours may forfeit the 50% deposit already paid, in addition to the cost of ingredients.

6. Nutrition advice, allergies etc.

- 6.1. I am not a qualified Nutritionist, therefor any advice is offered from past experience and is not intended to be medical advice in any form. You should consult your doctor before undertaking a new diet.
- 6.2. If you or any of your diners are allergic to anything you must make me aware of this before commencing the session. I cannot guarantee that my menu will not contain trace elements of the particular food that you are allergic too, because of the risk that it may have been exposed to such items before it was purchased. Therefor any meal or ingredients are consumed entirely at your

own risk. You also agree that any other diners have been made aware of the above and also eat at their own risk.

7. Anything else

- 7.1. I reserve the right to withdraw my services should there be civil unrest or any act of god that prevents me from safely completing the session. In which case you will receive a full refund of any monies paid.
- 7.2. If I am ill and therefore unable to complete a session you will receive a full refund and I will endeavour to re-arrange for a more suitable time if you so choose at the same cost as the original session.

8. Menu Suggestions

- 8.1. All food photography shown on my site is taken by me and is of food I've cooked. However the pictures are for illustration purposes only, the final appearance of your dish may differ from that shown.
- 8.2. Like artists each cook has their own style therefor if you have asked me to re-create a dish made elsewhere by someone else it may not taste exactly the same regardless of the standard of my cooking. Payment is for my time in preparing your meal and is not necessarily based on your appreciation of the finished result.

9. Complaints

Of course if there is a problem or if you feel you have not received the service you were expecting please let me know so we can find a solution together. I want you to be a happy diner!

I hope you enjoy your meal

David