

PLEASE READ ALL TERMS AND CONDITIONS BEFORE BOOKING -BY PURCHASING FROM PIQUE YOU THEREBY AGREE TO OUR DELIVERY POLICY BELOW.

## **ORDERS**

### **Returns**

Due to the fresh and organic nature of our produce, returns of perishable goods cannot be accepted. Should there be an incorrect or faulty item in your delivery we must be informed within 12 hrs of the product being received in order to offer replacements or refunds. Images of defective or incorrect items will be required.

### **Cancellations**

Customers can cancel orders within a 24 hour 'grace period' after booking, unless the order is due to arrive within 72hrs in which case a 2 hour 'grace period' for cancellations is given. Beyond this, we are unable to process cancellations.

For larger bespoke orders and events, if your order or event date is within 6 weeks, we will require full payment for the booking. Orders made further in advance will be required to pay a 30% deposit. If your order is cancelled 6 weeks (or more) before the date booked, we will issue a 100% refund. If your order is cancelled 4 weeks (or more) in advance of the date booked, we will issue a 70% refund. Unfortunately we do not offer any refunds for cancellations within 4 weeks of the event, only date changes if we are told well in advance and have the availability. If an event needs to be cancelled due to Covid-19 related issues the above still applies.

### **Rainy Day Policy For Outdoor Events**

Due to the nature of our summer picnic events and the British weather, we aim to be as flexible as possible. The above cancellation terms still stand but we ask clients to have a backup plan of a location where we may be able to deliver the food and set up inside, should there be rain. We would need to know of any change of plans 3 working days prior to the event start date and up until that point will help to reschedule the event, free of charge subject to availability. We can provide gazebos, subject to location which can cover up

to 20 people, these are an additional charge that will be added to your invoice, should they be requested.

### **Order Changes**

Customers can amend orders within 72hrs prior to their order date. Beyond this, it is subject to our discretion- we will always try to accomodate. This can be done via email.

### **Date Holding**

Due to the high number of enquiries for summer picnic events, we are unable to hold dates but will pencil you in and contact you should someone else be interested.

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## **FOOD/PRODUCTS**

### **Seasonal Produce & Supplier Availability**

As our produce is sourced weekly and garnishes can be seasonal they are subject to availability and substitutions. Although the majority of our menus are fixed, there may be slight changes season to season. We may also face supplier issues at times, and so cannot guarantee each and every product, such as figs, edible flowers and honeycomb. We will always use an alternative or use more of another product to compensate. Please refer to our menus on the website as a guide to what you can expect.

### **Food Handling**

When products are received please keep chilled consume within 2-3 days. It is the responsibility of the customer to dispose of the food if kept unrefrigerated beyond 4 hours, to comply with UK food standards. By agreeing to our terms and conditions the client is agreeing to dispose of any food after this set time. PIQUE will not be held responsible for any adverse reactions to our food consumed after this time.

### **Dietary Requirements & Allergies**

Please notify of any allergy and dietary requests at checkout, however we cannot accommodate special allergy requests due to high risk of contamination. If you or your guests/clients have a severe allergy please

beware that we cannot guarantee if a product is completely free of traces of the main 16 allergens listed below:

Celery

Cereals containing gluten (including

Wheat, rye, barley and oats)

Crustaceans

Eggs

Fish

Lupin

Milk

Molluscs

Mustard

Tree nuts (including almonds,

Hazelnuts, walnuts, brazil nuts, Cashews,

Pecans, pistachios and macadamia nuts)

Peanuts

Sesame seeds

Soybeans

Sulphur dioxide and sulphites

Pique are not responsible for any adverse reactions to our food if we have not been forewarned of any allergies or dietary requirements in the booking process.

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**DELIVERY**

Please find our delivery policy [here](#).

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**SOCIAL MEDIA**

Unless our clients/customers explicitly ask us not to use images taken at their event, we reserve the right to use them on our social media platforms.