



Puro Food & Catering Unipessoal Lda | Sitio da Campina | 8150-022 São Brás de Alportel

General terms and conditions

Scope of application

These General Terms and Conditions of Business apply to all contracts with our customers for the supply of food and drinks and the rental of crockery/furniture etc. (= catering), irrespective of the place of supply. We supply and hire out exclusively on the basis of our General Terms and Conditions. Deviating terms and conditions shall only be effective if they have been expressly agreed with us in writing in the individual case.

Informations

The Client is obliged to provide, at the request of Puro Food & Catering Lda, all available information about the Event necessary to enable Puro Food & Catering Lda to fully assess its obligations to provide the Services.

Participant numbers

1. A cost estimate will be provided based on the expected number of guests. The final number of participants must be confirmed 4 weeks before the event and the final price is based on this number.
2. The final number of participants must be communicated in writing 6 weeks before the event and cannot be changed 4 weeks before the event. Should the number of participants decrease, Puro Food & Catering Lda reserves the right to charge you for the confirmed number of participants. You can register additional people at any time up to three days before the event.

Confirmation, deposit and payment

1. The event can be settled by bank transfer or in cash. In the case of bank transfers, any fees incurred are to be borne by the customer.
2. All payments are non-transferable.
3. All prices quoted are inclusive of value added tax (VAT) at the rate applicable at the time of booking. Puro Food & Catering Lda reserves the right to amend prices to reflect any changes in VAT/IVA applicable on the day of the event.





4. The first deposit must be paid as soon as the date is confirmed so that Puro Food & Catering Lda can reserve the date. The first deposit secures the date. The remaining amount is due three days before the date of the event, unless otherwise agreed. Puro Food & Catering Lda reserves the right to charge variable and additional costs, such as on-site staff hours, in arrears.

5. By transferring the first deposit, you agree to these Terms and Conditions.

Force Majeure / Unforeseeable Events

1. In the event that Puro Food & Catering Lda is unable to fulfill its contractual obligations due to force majeure (e.g. pandemics, natural disasters, government restrictions), the client shall not be entitled to a full refund of the deposit paid.
2. The client will be offered the option to reschedule the event to a mutually agreed date within 24 months, with the deposit being carried over in full.
3. If rescheduling is not possible, Puro Food & Catering Lda reserves the right to retain up to 75% of the deposit to cover incurred costs, such as administrative expenses, preparation efforts, and loss of business.

Staff

The cost of staff depends on the number of guests and the type of service requested. Depending on the event, the operating time is charged for 8 hours with a minimum shift of 4 hours. Waiters, cooks and bar staff after midnight cost 30€ (+VAT) per hour, unless specified in the offer.

Changes

1. The client agrees that Puro Food & Catering Lda will accept any verbal changes to the arrangements given during the event or its preparation by the client or an agent, and the client agrees to pay for any additional service.
2. Puro Food & Catering Lda reserves the right to pass on to the Client any additional costs for goods and services requested during the course of the Event or incurred as a result of the Client failing to meet the agreed times for services.





Mobiliar und Equipment

Furniture and equipment used for the event is the responsibility of the client. However, we do not charge a deposit but will charge the client extra for broken or damaged glasses, furniture or crockery unless it has been damaged by our staff.

Cancellation by Puro Food & Catering Lda

Puro Food & Catering Lda may cancel the booking in the following circumstances:

1. In the event of damage to the venue due to fire, flood, storm, explosion or any other cause beyond the control of Puro Food & Catering Lda.
2. If the event could damage the reputation of or cause harm to Puro Food & Catering Lda.

Cancellations by the client

All bookings are non-transferable unless agreed by Puro Food & Catering Lda. Monies paid cannot be transferred to another date or event unless otherwise agreed. All payments made are non-refundable and transferable to another date only if agreed by Puro Food & Catering Lda.

Liability

1. Puro Food & Catering Lda shall not be liable for any loss or damage to the property of clients or guests. However, nothing in this agreement shall limit or exclude liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation.
2. The client and his guests must not do or omit to do anything that could result in the insurance policy of Puro Food & Catering Lda or the suppliers becoming void or contestable, or do or omit to do anything that could result in additional insurance premiums.
3. Rented items shall be subject to the duty of care of the lessee from the time of handover until their return. With the acceptance of the deliveries and services including the rented goods by the customer, the risk of loss, damage, diminution and deterioration including liability towards third parties as well as consequential damage shall pass to the customer. The costs for replacement or repair shall be charged to the customer.





General

1. Puro Food & Catering Lda will take all reasonable steps to fill the Client's Booking to the best of its ability and in accordance with the information provided. Puro Food & Catering Lda reserves the right to provide alternative services of at least an equivalent standard at no additional cost to the Client and the Client shall not be entitled to any such alternative service.

2. Any amendments to these terms and conditions must be in writing and signed by Puro Food & Catering Lda and the client in order to be effective.

3. Any claim must be made in writing to Puro Food & Catering Lda within 7 days of the event and must be made by a party to this contract in order to be accepted by Puro Food & Catering Lda. Puro Food & Catering Lda will not consider such complaints if they are not received in this manner and within these time limits and will thereafter be entitled to recover the full amount owed by the Client for the Event.

Valid from 19.12.2023 until revoked



PURO CATERING

ALGARVE & LISBON

We create Catering | modern, seasonal, original and innovative

● www.puro-catering.com

● mail@puro-catering.com