

# Why choose us?...

We are very proud to be Winners of the **Hitched 2023 Award for Catering**. Since this award is entirely based on verified reviews from our past wedding couples, for us it represents a great recognition of our hard work.

With us, everything is about you... Everything we do from the initial enquiry to the big day, has the purpose to give you and your partner the fantastic day that you deserve. We have a perfect customer satisfaction rating of 5\*, across hundreds of reviews on various platforms. That is a huge amount of work and many happy couples.

**You get to book a full menu tasting at a venue of your choice - that means that we come to your house and cook the dishes that you chose for your wedding day. Even better, if your wedding is worth over £6000, the menu tasting is complimentary. You can also invite additional guests for £70 per person, that way close friends or family members can also attend.**

We are very genuine people, all cost is clear from the beginning and we offer an all-inclusive event package. 5\* crockery and cutlery, a mobile kitchen if necessary, all cooking equipment - it is all included in our packages.

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# FAQ's

## **Do you offer tastings?**

Absolutely! These run from October to April, Tuesday to Thursday - and we come to cook at your house. The exception to this is that if you book your wedding for the same year, we will do our best to fit you in around our events. We usually run our menu tastings after an event is booked, but for large weddings we have run a menu tasting before the reservation was confirmed - we are delighted to confirm that every single couple confirmed us the very same night!.. The menu tasting for two is complimentary for parties over £6k, for everyone else the cost is £70pp. Terms apply.

## **When do you need a deposit by?**

All dates stay open until we receive a 30% non-refundable deposit based on estimated numbers and courses. Once this is paid, we will confirm and reserve the date for you. This deposit will be deducted from the final invoice. We will take a further 50% deposit three months before the event and the balance of 20% a month before.

## **What is the cancellation policy?**

As written within our terms and conditions, in the unfortunate event of a booking having to be cancelled, confirmation in writing will be needed and your deposit will be retained. Please be advised that these are terms that we observe very strictly. Events cancelled within six months of the confirmed date will be charged at 75% of the estimated invoice total. Cancellations within three months will be charged the full 100% invoice total.

## **Reduction in party size:**

Luca's Events will allow a maximum 10% reduction in size of the party without charge; as such the minimum guaranteed number of guests charged will be at least 90% of the initial size of the party. The deadline for any reduction in party size will be one month before the event - sent in writing, after that full payment will be taken for the initial number of guests. Please be advised that these are terms that we observe very strictly. As such, it is advisable to book the event for a realistic number of guests, taking into consideration potential drop-outs.

## **How much power do we need?**

We will need 12KW of power or the equivalent is four separate 13 amp plug sockets (normal sockets). This will need to be ready for us upon our arrival.

# FAQ's

## **Water supply?**

Yes we will need access to a water supply!

## **How much time do we need before service?**

We will arrive between three & four hours prior to the first course being served, depending on the wedding size. This gives us plenty of time to set up, including all plates and cutlery. In limited instances – depending on the location and size of the event, we might choose to have on site a small team the day before the event.

## **What space do we need?**

For marquee weddings, we will need a catering tent, ideal size of 6 x 3 metres. We will also need at least 5 x 6ft trestle tables. Enough space to park our food unit and any accompanying vans we may need. We will need to be positioned close to the catering tent and power supply.

## **Do we supply glassware?**

Table wine glasses can be hired at a charge of £1.50 per glass, inclusive of tax. We recommend one wine glass and one water glass per person. Our glasses are high quality Glacial Crystal glasses, as such are not suitable for bar service and can only be used until the end of the wedding breakfast.

Bottles for water can be provided free of charge.

## **What do we provide?**

We provide all crockery, cutlery, water bottles, sharing bowls, salt & pepper cruets and serving utensils. You will provide the table linen and napkins, which we can place on top of the plate settings. For a separate charge we can provide the table linen and napkins, too.

## **How much space do we need on the tables?**

Our food can be served sharing style or on individual plates, so the space needed depends on the service style you choose.

## **Can you provide your own food/courses on the day?**

If you would like to serve your guests food that is not provided by us, that's fine, but this will need to be completely arranged by yourselves, unless we agree to it prior to your wedding day. In this instance there are important considerations to be made, such as food safety and the general standard of quality, as well as extra service time. Let's chat about it in more detail.

# FAQ's

## **Can you cut and serve the cake for us?**

Absolutely! However, this will need to happen right after the end of our service, that way we reduce the amount of time for which our staff will be on site after we serve the last course. You will have to provide the platters and service plates/cutlery needed, unless we agree otherwise prior to the wedding day.

## **Is the menu flexible?**

Our menu is as flexible as you like! Our entire focus is on giving you a fantastic wedding day experience as such if we need to replace ingredients, whole dishes or even work with your ideas, we'll certainly do so! No two weddings are the same, so we are very used to curating bespoke menus for various couples. It's all about you!

## **Does it matter when we do our speeches?**

To ensure the best quality of food, we would ask very kindly that you refrain from any speeches just before the main course.

Also, doing speeches after/before every course tends to extend the duration of service, which might incur additional staffing charges.

## **How much staff do you use? What is the cost to it?**

We usually staff at a ratio of 1 staff to 12 guests, however, we will always quote individually for each event, as this depends very much on the distance to the venue, menu offered and special requirements. We usually charge on average £130 - £180 (inclusive of tax) for each staff member, but this can differ - sometimes less and other times more - from event to event, mostly depending on distance, party size and specific requirements.

## **Can you help with drinks service?**

Absolutely! We will service the drinks reception and toast, but can also help with drinks service during the wedding breakfast - as long as the staff isn't needed for food service - the priority will always be to serve hot food hot to your guests.

## **How do we know who ordered what?**

Most times guests forget what they ordered, as such it is always best practice to write on the back of the placecards the initials of the dishes they ordered. This is particularly important in cases of specific dietary requirements.

# FAQ's

## **Cooking at your location**

\* The host agrees to take responsibility to protect any area that needs to be protected from spills, stains, or any other damage that may be caused. If you want us to set up and cook in a certain area it is the host's responsibility to ensure that the area is safe and that you have taken any measures to ensure the area is protected from damage however caused.

Luca Events Limited will not accept any liability for any such damage resulting from our service. We take care not to damage any area within the event but if any damage is caused you release us from any and all responsibility for such damage.

## **Branding and logo**

Luca's Events logo and any other branding will be on our staff, equipment and vehicles. These logos and branded items will not be removed or covered while Luca's Events carry out the services you have booked them to provide. Luca's Events will not remove any logo or branding from its staff, clothing, vehicle/s or any other equipment associated to Luca's Events, unless agreed prior to the event.

## **Photos and Videos.**

Luca's Events and its Logo and branding are trademarked and under copyright and cannot be used in any commercial advertising in any way without our written permission. We take photos and videos of our events for the purpose of showcasing and promoting our services, please inform us if you prefer us to not photograph your event.

If any such images or video are used for commercial use by any company or person from any events of Luca's Events, we would need to see all and any images or video prior to them being used; this includes advertising, promotion and alike - before any authorization may be given and further charges for such use may apply.

**The above exclusions and limitations apply only to the extent permitted by law. None of your statutory rights as a consumer are affected.**

**\* Booking the event with us means that you accept our terms and conditions in full. \***