TERMS AND CONDITIONS

Authentic Pakistani Cuisine • Dining, Catering & Event Management

Company Name: Heer Haveli Ltd
Companies House No: 17549480
Address: 171 Anderton Road, Birmingham, B11 1ND
Jurisdiction: England & Wales (UK)
Email: heerhaveliltd@gmail.com
Phone: 07782956837

Welcome to **Heer Haveli Ltd**. These Terms and Conditions govern all dining operations, takeaway orders, catering bookings, function hall hires, and event management services provided by us. By visiting our restaurant, placing an order, or booking our services, you agree to be legally bound by these terms. Please read them carefully.

1. DEFINITIONS AND BUSINESS IDENTITY

Throughout this agreement, "we", "us", "our", and "Company" refer to **Heer Haveli Ltd** (Companies House Registration No. 17549480), situated at 171 Anderton Road, Birmingham, B11 1ND. "Client", "Customer", "Guest", and "You" refer to any individual or entity utilizing our dining facilities, purchasing food products, or contracting our catering and event management services.

2. Food Allergies, Intolerances & Health Disclaimers

In accordance with UK Food Standards Agency (FSA) regulations and the Food Information Regulations 2014:

1. **Ingredient Identification & Notification:** Authentic Pakistani cuisine frequently utilizes key allergens including mustard, nuts, peanuts, sesame, dairy, gluten, eggs, soy, and celery. Customers and guests are **strictly required** to inform our management and service team of any known food allergies, dietary restrictions, or severe intolerances prior to placing food orders or finalizing event menus.
2. **Cross-Contamination Disclaimer:** While we enforce rigorous kitchen hygiene and food safety protocols, all menu items are prepared in a commercial kitchen environment handling multiple allergens. Therefore, we **cannot guarantee 100% allergen-free meals** or complete absence of trace cross-contamination.
3. **Client Responsibility:** It remains the client's and individual guest's sole responsibility to exercise reasonable caution and notify us in writing (for catering/events) or verbally (for dine-in) of severe allergies. Heer Haveli Ltd disclaims liability for adverse allergic reactions where full disclosures were not provided in advance.

3. DINE-IN SERVICES & TABLE RESERVATIONS

3.1 Table Reservations & Seating

• Walk-in guests are welcome, but table availability is guaranteed only via prior reservation.

- For table bookings, we hold tables for up to **15 minutes** beyond the reserved time. If your party is running late, please contact us immediately. Unannounced arrivals past 15 minutes may result in your table being reassigned to waitlisted guests.

3.2 Guest Conduct & Venue Rules

- We operate a family-friendly establishment showcasing traditional Pakistani hospitality. Guests are expected to conduct themselves respectfully toward staff and other patrons.
- We reserve the right to refuse admission or request guests to leave if they display disruptive, disorderly, or unsafe behavior.

4. CATERING, FUNCTIONS & EVENT MANAGEMENT SERVICES

This section governs all external catering orders, private function hires, and comprehensive event management contracts executed by Heer Haveli Ltd.

4.1 Bookings & Deposit Terms

- All catering and event bookings are officially confirmed only upon receipt of a written invoice agreement and payment of a **non-refundable booking deposit** (typically 25%–50% of the total contract value, as specified in your agreement).
- This deposit locks your date in our production schedule and covers advance logistics, sourcing authentic ingredients, and reserving staffing resources.

4.2 Final Menu, Guest Counts & Final Payment

- Final guest numbers and confirmed menu choices must be provided in writing no later than **14 days prior** to the event date.
- The remaining balance for catering or event services must be settled in full at least **7 days prior** to the event date unless explicitly agreed otherwise in writing.

4.3 Catering Cancellations & Rescheduling Policy

- **Notice of 30 Days or More:** Cancellations made more than 30 days before the event will result in the loss of the non-refundable deposit, but no further fees will be owed.
- **Notice of Less Than 14 Days:** Cancellations or major reductions in guest count made with less than 14 days' notice will require payment of **100% of the total contracted bill** to cover purchased stock and scheduled staffing costs.
- Rescheduling requests are subject to date availability and must be formally requested in writing.

4.4 Menu Modifications & Ingredient Availability

- Due to seasonal variations or supply chain changes for authentic Pakistani spices and ingredients, we reserve the right to make subtle ingredient substitutions of equivalent quality. Clients will be notified of any major menu alterations.
- Any major design or menu changes requested by the client on the day of the event may incur additional operational charges.

4.5 Food Safety & Leftover Food Policy

- For catered events, hot food served buffet-style or plated must be consumed within food safety timeframes (maximum 2 hours at ambient room temperature).
- If clients choose to keep or take home leftover food post-event, Heer Haveli Ltd accepts zero responsibility or liability for food safety, storage hygiene, or freshness once the food leaves our direct control.

5. COMPANY'S RIGHT TO CANCEL & EMERGENCY TERMS

- **Right of Cancellation:** Heer Haveli Ltd reserves the absolute right to cancel, terminate, or adjust any reservation, catering contract, or event service prior to or during the event without prior notice due to unforeseen emergencies, structural failures, health issues, severe weather, or force majeure events.
- **Financial Settlement:** If an event or booking is cancelled by *us* due to our own operational emergency, all monies paid (including the deposit) will be returned to the client. Our total legal liability is strictly capped at the monetary amount paid for the specific booking.

6. ZERO TOLERANCE POLICY AGAINST ABUSE

Heer Haveli Ltd is strictly committed to providing a safe, abuse-free workplace for all our chefs, waitstaff, event coordinators, and delivery drivers.

- We maintain a strict **zero-tolerance policy** against any form of verbal abuse, harassment, discrimination, threats, or physical aggression toward our staff or representatives.
- If a guest or client displays abusive behavior, we reserve the immediate right to terminate service, cancel bookings on the spot, ask the individuals to leave the premises, and forfeit all fees paid. We reserve the right to report severe incidents to West Midlands Police.

7. LIMITATION OF LIABILITY & UK LAW

- Nothing in these terms limits or excludes liability for death or personal injury caused by our proven negligence, or for fraudulent misrepresentation.
- Subject to the above, our total aggregate liability for any claim, contract breach, or dispute shall not exceed the total price paid by the customer for the food, catering, or event service in question.
- These Terms and Conditions are governed by and construed in accordance with the laws of **England and Wales**. Both parties submit to the exclusive jurisdiction of the English courts.

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