

# WHAT DO YOU DO NOW

**A**t Strawberry Fields we pride ourselves on offering a first class service to all our clients. To help you with the planning of your event, we have put together this action plan, to help you organise your time leading up to the day. By following this plan you will know when we require information from you and more importantly, the actions you need to take.

- **Food Tasting**

You have received our Brochure and hopefully have found that our menus are watering your taste buds. At Strawberry Fields we offer a **complimentary** Food Tasting **BEFORE** you pay any deposit in order for you to see the high quality of cuisine and presentation you will expect on your event. These can be booked at a mutually convenient time at our head office in Bath.

- **Confirming your Booking**

As some key dates in our diary can get booked up well in advance we recommend you confirm your booking as far in advance as possible. This couldn't be simpler to do; all we ask is that you put in writing your wish to use Strawberry Fields and the date and location of your event.

- **Securing your Booking**

Once we have received your letter or e-mail of confirmation, we pencil your booking into our diary. We will then write to you requesting a Booking Deposit of £500.00 which is payable to secure the date. Along with this request we will also enclose 2 copies\* of our Terms & Conditions for your information.\* One to be signed & returned with your deposit payment.

- **Planning Meeting**

We would normally have a planning meeting with you at the time of your tasting; however we are happy to arrange this prior to a tasting if this is more convenient to you. Also dependant on your home location we can even visit you for a showcase meeting in order for us to discuss the details of your day. This meeting is designed to cover details like; Itinerary, Menu options, drink and linen requirements just to name a few.

- **Finalising your Details**

14 days prior to your event is the deadline for confirming all outstanding details for your event. This will includes menu selection and final numbers.

- **Payments for our Services**

Once you have confirmed your final details we will send you a deposit invoice for 80% of the estimated costs of your event. This invoice must be settled prior to your event. The final invoice will be sent after your event with the balance payable 14 days thereafter.

# **Questions we receive from time to time**

Below are the many questions we are asked regarding our services.

- **What is our drink policy?**

We are able to offer a varying range of drinks and drink service, any drinks supplied by us are on a sale or return basis, meaning you don't have to worry about how much drink you will require for your event and being left with any excess afterwards. You would however set limits on what you would like served giving you confidence that your budget won't be exceeded.

- **What is our corkage policy?**

If you are thinking of supplying your own drinks, we are able to offer a drinks service for which we make a charge. Our current charge is £5.00 per person. This charge includes us pre-chilling all your drink, transport to Kingscote, all glassware, service staff and then disposal of rubbish. If you use this service we will serve all drinks including soft drinks up to the end of coffee.

- **Can Strawberry Fields supply service for an evening bar if we supply the drink?**

If you wish to supply your own drinks for an evening bar, Strawberry Fields are able to supply staffing, glassware & ice at cost. If you wish Strawberry Fields to supply a Pay bar for your guests we make no charge to yourselves.

- **Do we offer a vegetarian menu?**

You are welcome to select a vegetarian menu for any guest who requires this. We ask that you confirm the number of vegetarians when you confirm your final numbers.

- **Do we cater for special dietary requirements?**

We will happily tailor a menu for any guests with special requirements; all we ask for is advance notice of these. Again any special requirements need to be confirmed with your final numbers.

- **What is our level of waiting staff?**

Our quotation will include what we believe to be a sufficient number of staff to provide a first class service, unless otherwise discussed. If you require additional staff these can be provided and charged at the appropriate rate.

- **What utility supplies do we require?**

All Utility supplies are in place at Kingscote Barn. Strawberry Fields will always ensure that we supply any relevant equipment required to service your event. This is included within any prices quoted.

- **What is our policy regarding Value Added Tax?**

All prices quoted are subject to VAT at the prevailing rate.

- **Is Strawberry Fields fully insured?**

Strawberry Fields are fully covered with product, employee & public liability insurance.