



Unit 1d, Low House Business Centre, Windermere, Cumbria,
LA23 3NA

The Matson Ground Estate Company Limited

Tailormade Services

Private Dining Booking Terms and Conditions

Definition of terms:

“We”/ “Us”/ “Our” – refers to The Matson Ground Estate Company Limited and the Partner Chefs used to deliver our Tailormade Private Dining Service.

“You”/ “Your”/ “diners” – The person making the booking and all other people who are part of that booking and will be part of the dining party.

“bookings”, “booking” – The Private Dining experience which has been booked by you.

“booking details” – information provided by the guest to Us in respect of the booking.

“partner chefs” – Private chefs selected by Us to deliver this Tailormade Private Dining service.

Customers of our Tailormade Private Dining service are required to agree to these conditions prior to their booking.

Tailormade private dining services are booked through Matson Ground Estate and provided by one of our partner chefs who will deliver the booking in our self-catering accommodation. Full payment including booking fee is required to confirm the booking.

The booking will be delivered by one of our partner chefs.

Payment for the booking will be requested prior to the booking and payable to Matson Ground Estate Company Ltd

1. Responsibility of Matson Ground Estate Company

- 1.1. We will arrange and organise a private dining experience for guests in our self-catering holiday accommodation using one of our partner chefs.
- 1.2. We will arrange delivery of the booking according to the booking details provided.
- 1.3. We will collect payment from You for the booking prior to delivery.
- 1.4. We will notify You of the details of the partner chef who will deliver the booking in advance of the date of the provision of the service under the booking.

2. Responsibility of Partner Chef

- 2.1. To deliver the service according to the booking details
- 2.2. To ensure all allergy information is gathered prior to the booking.

3. Allergy information:

Any known food allergies must be disclosed to Us at the time of the booking and will be checked before the booking commences. Any change between the time of the enquiry and the booking should be disclosed immediately to your assigned chef.

4. Cancellation/changes by Us

- 4.1. We reserve the right to make changes to the booking if necessary.
- 4.2. In exceptional circumstances, We may have to postpone or cancel the booking due to illness or unforeseen circumstances which remain out of our control.
- 4.3. We will do everything we can to re-arrange the booking for another date during your stay. If this is not possible, We will offer a full refund.

5. Cancellation/changes by You

- 2.1 In the event You wish to cancel the booking, this will have to be communicated to Us in writing (this includes email) more than 7 days before the booking in order to receive a full refund.
- 2.2 If cancellation is received by Us less than 7 days from the date of the booking, a full refund cannot be given.

6. Complaints

- 6.1. If You are unhappy with the service, you must in the first instance raise this

with your allocated chef who will endeavour to resolve the situation.

6.2. If You are unhappy with the response of your allocated chef, you must contact Us without delay.

7. Insurance

We are fully insured to provide the service and our partner chefs have their own public liability insurance.

8. GDPR

8.1. Any information supplied to Us will be treated in accordance with the General Data Protection Regulations Act (2018). For further information, please download our privacy policy

<https://www.matsonground.co.uk/information/privacy-policy/>

To the extent allowed by English law, We, Our employees and agents shall not be liable to You or third parties for any loss or damage arising from breach of contract, negligence, misrepresentation or otherwise.

This agreement is governed by English law