



**PLANEAT**

## **Our Service Promises & Terms**

These Service Promises and Terms of Service cover Planeat's delivery service of ready to eat food to its London clients from 1<sup>st</sup> July 2021. It is our commitment to you of the standard of food and service you can expect from us and, in a few cases, what we expect from you.

### **Scope**

Menus covered by this commitment and terms are all those available for online ordering on Planeat's website.

### **Planeat – Delivery only**

Planeat is a drop off catering service, with no on-site preparation, cooking or waiting service. Our driver will simply arrive and drop off your order. If you require a full catering service please contact Planeat's sister company – Eden Caterers Ltd. [www.edencaterers.london](http://www.edencaterers.london)

### **Food Quality**

We will always bring you interesting, simply prepared, flavourful, "homemade" food, assembled or cooked on the day of delivery.

### **Food Safety**

Our food safety procedures are audited annually by third party consultants. Our kitchen management have CIEH Level 3 Food Safety Qualifications and all kitchen staff have or will be working towards Level 2 Food Safety Qualifications. We hold a 5-star rating for our local authority assessed food safety.

### **Seasonal Menu Changes**

We flavour your experience with us by changing our main menus every four months. This seasonal change is of course used to incorporate seasonal UK ingredients. Naturally you

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will also see some ingredients like berries, asparagus, root vegetables, drop off our menu when out of season. You will receive the new menus by email prior to the change with information on the new ingredients being used. If you have a bespoke set menu, this will be changed by us to the nearest new equivalent items. Please contact us if you'd like these changed at any time.

### **Food Ingredient Suppliers**

Our food suppliers are a very important part of our ability to bring you the best quality and most environmentally friendly food. Because we make virtually everything ourselves, we buy raw ingredients – meat, fish, vegetables, fruit and dry goods. We buy our fruit and vegetables from New Covent Garden Market. All our fresh meat and fish is UK farmed and sourced. Our suppliers will be as close to us as possible – they are on average not more than 11 delivery miles from us.

### **Cutlery, Serviettes & Plates**

Your order will be delivered with the required cutlery (spoon, fork or knife) and a serviette for the estimated number of guests. Plates are not supplied unless specifically ordered and will be chargeable. Cutlery, Plates and serviettes can be ordered separately on the website if more are required.

### **Substitutions**

Substitutions may rarely have to be made on the delivery day without notice, particularly for late or same day orders.

### **Allergens & Dietary Requirements**

Our food is generally always presented on platters with vegetarian food on separate platters and labelled accordingly.

Our menus state the dietary status (vegan, vegetarian, gluten free, dairy free) of all items. If an item contains nuts we will state this fact but cannot guarantee that those items not stated such do not contain any traces of nuts. Much of our food involves bread and rolls which bakers are seldom prepared to guarantee as free of nuts.

Allergen information for all our food is available on our website and will be listed on the back of the delivery note for your order and emailed to you the evening before delivery.

If any of your guests have particular dietary requirement please state this at the time of ordering and we will suggest suitable food, arrange for the food to be on separate platters and labeled.

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### Equipment Loan and Hire

You may have hired, or we may have loaned you some equipment (e.g. baskets, trolleys) as part of your catering requirement. This equipment remains the property of Planeat and must be kept for our collection, generally on the same afternoon of delivery or the following day. Any breakages or loss of equipment will be invoiced at cost.

### Equipment Collection

Please gather together the equipment loaned or hired by you ready for collection. It does not need to be cleaned. If it is not ready or available for collection an additional collection may be chargeable.

### Weekend Orders

Weekend deliveries are generally possible but cannot be guaranteed.

Weekend orders should be placed by 16:30 on Thursday. We will confirm our ability to deliver the order immediately.

All weekend orders will incur a delivery charge and a collection charge if required.

A Saturday order must have a minimum food order value of £250.

A Sunday order must have a minimum food order value of £500 and will also incur a £60 wages supplement.

### Ordering

Orders are placed on our website [www.planeat.london](http://www.planeat.london). If you are ordering for same day delivery or are needing help with an order do please message us from the website. Same day deliveries cannot be placed on the website.

### Order Acknowledgement and Confirmation

An order placed on our website will be acknowledged automatically by the website. **This acknowledgment is not our confirmation that we can deliver your order.** We aim to confirm receipt and our ability to deliver your order by email within one hour (during working hours) of our receiving all orders. This order confirmation is our commitment to deliver the food listed at the time and address stated. Please ensure that these details are correct as we cannot accept any form of liability if we fulfill this order as detailed and it is not what you had wanted. Please contact us if you do not receive a confirmation.

### Cancellations

Cancellation of an order must be made by email.

When an order is cancelled or reduced the following charges will apply:

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Breakfast Menu: Orders cancelled or reduced after the order deadline time (12pm prior working day) will be charged in full.

All other menus: Orders cancelled or reduced after the particular menu's order deadline time (see above table) will be charged at 50% unless:  
An order cancelled or reduced after 9.00am on the day of delivery will be charged in full.

### **Delivery Time**

Our absolute daily objective is to ensure you get your order on time or earlier. The streets of London are however not always predictable and blockages do occur. To help avoid these becoming an issue we strongly request you ask for your order delivery time to be at least half an hour before the time you wish it to be served.

We aim to deliver your order as close to your requested delivery time as possible but always within the one-hour period before your stipulated delivery time.

### **The Delivery**

Your delivery will be made in one of our refrigerated vans, driven by a uniformed driver. The vans are checked daily for correct temperature.

Our driver will deliver the food to where you need it in your building. If there is no-one there to show him, he will leave it at reception. He will not be able to help with laying out your order for service. He will also not be able leave the blue baskets or trolley in which the order is delivered

We ask you to enable him to deliver as quickly as possible as he is at risk of getting a parking ticket if he is longer than 10 minutes making a delivery.

He will not expect a signature from you on delivery but he will leave you with a delivery note detailing your delivery.

In exceptional circumstances we may have to deliver your order using a courier service.

### **Omissions or Changes**

We are human and despite the best systems and efforts to avoid it, a mistake may very occasionally happen. If there is something missing or incorrect on your order do contact us immediately as we will want to rectify it immediately. If the mistake is of our making we will make no charge. If we have delivered according to the order confirmed we may charge for a taxi if required.

### **Pricing**

Some menu prices may be changed at any seasonal menu change. We always aim to be

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competitive in our pricing and are confident you will consider our food and service to be extremely good value.

### **VAT**

Vat is chargeable on all items.

### **Minimum Order & Service Charge**

We do not require a minimum order value.

### **Discounts**

We consider our food and service to be very good value and do not therefore give discounts unless you are a charity which will receive a 5% discount.

### **Delivery Charges**

Orders placed before the menu's deadline time (12:00 or 16:30 on the working day prior to the delivery day) for deliveries to central London postcodes below during office hours (7:45-17:00) are free of charge. Modest charges will be made for deliveries outside these times or postcodes.

### **Free Delivery Area**

Postcodes qualifying for Free Delivery:

EC1, EC2, EC3, EC4, WC1, WC2, W1, W2, SW1, SE1, SE5, SE11, SE17, SW3, SW7, SW8, SW1, W1, E1, E2, N1, N7, NW1,

### **Invoicing**

Your invoice will be emailed, the working day after delivery of your order, to the orderer or another nominated recipient e.g. your accounts dept. In any event please ensure the invoice is made available to your accounts payable department to allow timely payment.

### **Terms of Payment**

All first orders placed with us must be paid for by debit or credit cards.

If a credit account has not been opened an order must be paid for by card at the time of ordering.

Payment for orders on a credit account must be paid within 30 days of the invoice date.

### **Credit Accounts**

A credit account can be applied for by completing a Supply Form. We cannot confirm an order on credit supply until your Supply Form has been received and the credit account

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authorised by a director of the company.

### **Payment**

Payment for credit account balances can be made by card or bank transfer. Our bank details are:

Account Name: Eden Caterers Ltd  
Account Number: 30325082  
Sort Code: 20 – 83 – 02

### **Tree Planting Scheme**

As our contribution to the nations target to increase tree cover and to help global warming, we are running a tree planting scheme. This is our way of thanking you for the business you give to us at Planeat. You will receive a certificate showing you the details of the tree each time you pass your company's tree trigger sales!

### **Complaints**

If you have any reason to be dissatisfied with any aspect of our food or service, we want very much to hear about it. Please email [jeremy@planeat.london](mailto:jeremy@planeat.london) or telephone 0207 803 1212.

### **Environment**

We aim to minimise our impact on the environment in everything we do. We send zero waste to landfill and encourage you to do the same. Please ensure our packaging enters the correct waste stream. It is fully compostable

### **Sustainability**

Sustainability is a big subject for us and an influence on every decision we make. We have specific documentation informing what we do in this regard and is available on our website or speak to us directly. Be however assured that in all areas of sustainability be it, social, economic or environmental, we endeavour to make the right decision and follow the right path at every opportunity.

### **Husbandry & Provenance**

All our meat and fish are UK sourced. For all animal or fish sourced ingredients we aim to achieve the best possible husbandry for each category.

Fish: MSC – Yellow rated fish or better  
Beef & Lamb – UK/ROI Free Range  
Pork – UK Free Range  
Eggs: freedom food RSPCA certified free range

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Full documentation for the sources and accreditation of our meat and fish is available. Our fruit and vegetables are UK sourced when available.

### **Honesty & Ethics**

We will always be scrupulously honest with you, our staff and suppliers.

Thank you for your orders and please be assured we are always committed to making orders to your complete satisfaction with food that will delight you and your guests.



PLANEAT