

TERMS

1. Payment

Upon receipt of a booking confirmation form an invoice with payment details will be issued. To confirm the booking we require a 50% non refundable deposit. The remaining 50% balance is to be paid no later than two weeks before the date of the event.

Bookings made within two weeks of the event date require full payment upon receipt of invoice.

Payment can be made by bank transfer, bank deposit or cheque.

In certain circumstances we can agree to accept cash at the beginning of the event, an invoice will always be provided.

2. Reservation

Upon receipt of a verbal or written booking request the date will be "noted" in our calendar for you. This is not a reservation and the booking will not be confirmed until a completed booking form is received.

The completed booking form will be chased twice by a member of our team, after this The Candy Event Company will assume the booking is no longer required.

3. Cancellation

You may cancel your booking with us at any time.

All deposits are non refundable.

We will refund balance payments that have been made if we are given at least 72 hours notice of the cancellation.

Cancellations made with less than 72 hours to the event will result in no refund.

If agreement has been made to pay by cash at the event, and that event is subsequently cancelled, we reserve the right to raise an invoice following the guidelines of cancellation notices above.

4. Parking / Travel Costs / Congestion Charge / Toll Charges

Parking is expected to be provided at the event venue, if this is not possible additional parking charges may be added to the final invoice balance unless you have notified us previously and we tell you that we have included this in our quote.

All other travel costs, congestion charges, and road toll charges where applicable are included in your quote.

5. Position of our Equipment

At all events we must be provided with a power source – such as normal 13 amp plug socket. Our operatives carry extension leads in their event packs however to avoid trip hazards you should ensure we are located as close to the power source as possible. We are happy to arrange this with venues directly should you prefer.

When planning where you want our equipment located please ensure that there will be no restrictions to us removing our equipment at the end of the booking time. See point 8, Set Down, below.

6. Stock Levels

Our operatives will carry the amount of stock required for the number of attendees at your event. If we have not received the correct information about number of attendees we accept no responsibility should our stock run out during the event.

The Candy Event Co

www.thecandyeventcompany.com

7. Equipment

Where a specific colour or type of machine (i.e. candy floss static cart v's candy floss table top machine) has been requested at your event we will do all we can to ensure this request is met.

Once the operative and machine has been situated at the event and the power is turned on the machine can not be moved until the end of the booking time.

Our equipment must be positioned on a level surface.

8. Timings

Set Up: The average set up time for our equipment is 30 minutes per machine. If there are any reasons why this time may need to be extended due to access and unloading restrictions, building layout, availability or location of parking etc it is your responsibility to inform The Candy Event Company when the booking is made. Without this information The Candy Event Company accepts no responsibility for their start time being delayed.

Set Down: If there are going to be any restrictions on our operatives being able to remove our equipment from the venue at the end of the time agreed on the booking confirmation form we will need to be informed in advance. If our operatives are delayed at the venue by more than 30 minutes after the end time we reserve the right to raise an additional invoice to cover these waiting times at £30 per machine per 30 minutes or part thereof.

Extension: Our operatives will work to the agreed times on the booking confirmation form. If extension of these times is required either prior to, or at, the event we reserve the right to charge £50 per machine per 30 minutes. Payment must be made prior to the continuation of our service. We cannot always guarantee to be able to extend our time at the event at your request if our equipment and/or operative has been booked to attend another event on the same day.

9. Impossibility

If our operative attending your event is unavoidably delayed on his journey, or if he is unable to make it to the event venue we will do everything possible to dispatch an alternative operative with equipment. If this is impossible a full refund will be given.

10. Force Majeure

Neither party shall be liable in damages or have the right to terminate this Agreement for any delay or default in performing hereunder if such delay or default is caused by conditions beyond its control including, but not limited to Acts of God, Government restrictions, wars, insurrections and/or any other cause beyond the reasonable control of the party whose performance is affected.

07925 530 742

info@thecandyeventcompany.com