

The Air Of The Dog LTD

TERMS & CONDITIONS — UPDATED 2026

1. Parties & Services

The company is The Air Of The Dog LTD (“we”, “our”, “us”) and the client is “you”. Services may include mobile bar hire with staff, dry-hire equipment, horsebox bars, inflatable pubs, piano bars and other agreed bar packages.

2. Booking & Payment

- Dry-hire bookings require a **£99 non-refundable booking deposit**. Staffed events require a **25% deposit**, unless otherwise agreed in writing. The date is not secured until the required deposit has cleared.
- The remaining balance is due **28 days before the event**. Bookings made within 28 days require full payment immediately.
- A **£99 late-payment charge** may apply where an undisputed balance remains unpaid after the due date, together with reasonable recovery costs permitted by law.
- We may withhold delivery, setup, service or collection where required payments have not been received.

3. Dry Hire & Equipment

- The client supplies alcohol, glassware, consumables and required permissions/licences unless otherwise agreed.
- Equipment remains our property and must be used only for its intended purpose. It must not be altered, dismantled, relocated, unplugged, reset or connected to an alternative power source without our permission.
- Missing, damaged, contaminated or unusable equipment may be charged at the reasonable cost of cleaning, repair, replacement or recovery.

4. Alcohol & Guest Conduct

- We operate **Challenge 25** and may request valid photographic ID. We may refuse alcohol service to intoxicated persons or anyone behaving aggressively, abusively or improperly.
- The client is responsible for guest conduct and for preventing misuse or interference with supplied equipment.

5. Venue Access & Difficult Access

- The client must provide accurate venue details and ensure safe, reasonable access at the agreed delivery, setup, service and collection times.
- Suitable parking must be available as close as reasonably practicable to the setup location. Stairs, long carries, restricted access, locked gates, unsuitable ground, security delays or other difficult access must be disclosed before booking.

Difficult or unavailable access: If safe or reasonable access is not available when we arrive, and the equipment therefore cannot be delivered or installed, the booking may be treated as undelivered and **no refund will be due**, subject to applicable consumer law. Any additional visit or transport may be charged separately.

6. Waiting Time / Delays

£45 per 30 minutes applies where our team is kept waiting because the venue, client or another supplier is not ready or access is delayed. Waiting time must be **paid before setup/service commences**. We may decline to wait where the delay is excessive or materially affects the booking schedule.

7. Unauthorised Equipment Interference & Call-Outs

Clients, guests and other suppliers must not unplug, switch off, move, disconnect, reset or otherwise interfere with generators, fans, refrigeration, pumps, taps, inflatable equipment, electrical equipment or other supplied equipment.

Equipment call-out: If unauthorised interference causes equipment to stop operating or requires us to attend, reconnect, restart, reset, inspect or make equipment safe, a **£45 call-out charge plus travel** will apply. Any repair, replacement, specialist or third-party costs caused by the interference may also be charged.

8. Timings & Overtime

Quoted prices cover only the setup, service and collection times stated in the booking confirmation. Service beyond the agreed finish time is subject to staff availability and may incur an overtime charge. Extensions should be agreed before the original finish time.

9. Collection, Return & Additional Visits

- Dry-hire equipment must be ready for collection at the agreed time and location. A failed collection caused by blocked access, unavailable client/venue, equipment being moved or changed arrangements may incur an additional collection charge.
- If dry-hire equipment is returned late, the client remains liable for the **full additional hire fee for the extended period plus £100 per day for each day or part-day the equipment remains overdue**. These charges are separate and cumulative and are payable in addition to the original hire fee.
- Redelivery, recollection or additional attendance caused by client/venue circumstances may incur reasonable additional costs.

10. Relocation & Site Changes

Equipment must remain in the agreed location after setup. Relocation requested by the client or venue is subject to availability and may incur an additional labour/relocation charge. Unauthorised movement may result in equipment call-out, repair or replacement charges.

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11. Cancellation & Refunds

Notice before event	Cancellation position
4 weeks or more	Refund of amounts paid, less the applicable booking deposit and any reasonable non-recoverable costs already incurred.
Less than 4 weeks	No automatic refund. Any refund or credit is considered at our discretion, taking account of costs incurred, staffing, stock, prep

Cancellation must be made in writing. The cancellation provisions are subject to applicable consumer law and statutory rights that cannot lawfully be excluded.

12. Weather & Outdoor Events

For outdoor bookings, suitable shelter, safe ground and appropriate operating conditions must be provided unless otherwise agreed. We may delay, relocate, suspend or stop service where weather or site conditions create a reasonable risk to people, equipment or property.

13. Fines, Damage & Additional Charges

- Excessive cleaning/unacceptable return: **£100 minimum**, or reasonable higher cost where applicable.
- Late dry-hire return: **full additional hire fee for the extended period PLUS £100 per day or part-day overdue.**
- Equipment interference requiring attendance: **£45 call-out plus travel.**
- Waiting caused by client/venue delay: **£45 per 30 minutes, payable before setup.**
- Additional delivery, collection, waiting, labour, relocation or recovery caused by client/venue circumstances: reasonable additional cost.
- Damage, loss, misuse or unauthorised modification: reasonable repair, replacement, cleaning or recovery cost. Where misuse voids a manufacturer warranty, resulting reasonable costs may be charged.

14. Licensing, Power & Site Requirements

The client is responsible for venue permissions and any licence/authorisation that is the client's responsibility unless agreed otherwise. Where power is required, suitable electricity must be available as specified. For outdoor equipment, suitable shelter and safe operating space must be provided.

15. Force Majeure

We are not liable for delay or failure caused by circumstances beyond our reasonable control, including extreme weather, natural disasters, road closures, major transport disruption, industrial action, government action, venue closure or circumstances making performance unsafe or impracticable. We will make reasonable efforts to reschedule or provide an alternative where possible.

16. Liability

We carry public liability insurance. Nothing in these terms excludes or limits liability that cannot legally be excluded or limited. Subject to that, liability for other claims arising from an event is limited to the total fees paid for that event. We are not responsible for losses caused by misuse, inaccurate client information, venue restrictions or unauthorised interference, except where liability cannot lawfully be excluded.

17. Photography & Marketing

Unless agreed otherwise in writing, the client consents to reasonable use of photographs or video showing our bar/equipment setup for promotional purposes. The client may request that specific images are not used.

18. Privacy & Data

Client information is handled in accordance with applicable UK data protection law and may be shared where necessary to provide the service, comply with law or protect our legitimate interests.

19. Complaints & Governing Law

Complaints should be raised as soon as reasonably practicable so we have an opportunity to investigate and resolve the issue. These terms are governed by the laws of England and Wales, subject to mandatory consumer rights and applicable jurisdiction rules.

20. Agreement & Booking Confirmation

The booking confirmation, agreed quotation and these Terms & Conditions form the agreement between the parties. If a specific written booking confirmation conflicts with these general terms, the specific written booking confirmation takes precedence for that booking.

LEGAL REVIEW: These terms are drafted to reduce avoidable time, equipment and operational losses. Before adopting them as the final consumer contract, have a UK solicitor review the cancellation, deposit, liability and fixed-charge provisions for fairness and enforceability.