

The Air Of The Dog LTD – Terms & Conditions

1. Parties & Services

The company is The Air Of The Dog LTD ('we', 'our', 'us') and the client is 'you'. Services include mobile bar hire (with staff), dry hire (equipment only), and custom bar packages.

2. Booking & Payment

- A non-refundable deposit of £75 for dry hires and 25% of the total fee for events is required to secure your date.
- The remaining balance is due 28 days before the event.
- For bookings made within 28 days of the event, full payment is required immediately.

3. Dry Hire Terms

- The client supplies alcohol, glassware, consumables unless otherwise agreed.
- Equipment must be returned in the same condition or available for collection.
- Damages, missing items, or excessive cleaning fees are charged to the client.
- The client is responsible for any necessary licensing/permissions for alcohol sale/distribution unless agreed otherwise.

4. Licensing & Age Verification

- All services operate under UK licensing laws.
- We implement a 'Challenge 25' policy: anybody who looks under 25 must show valid photo ID to be served.
- We reserve the right to refuse service to intoxicated guests or those acting improperly.

5. Venue Access & Requirements

- The client must ensure the venue allows setup, service, and breakdown.
- Parking, electricity, and shelter (if outdoors) must be provided.
- If access is delayed or denied, we are not liable for delays or interruptions.

6. Cancellations and Refunds

By the Client

- 30 days or more before the event: Refund of any amount paid, minus the non-refundable deposit.
- 15–29 days before the event: 50% refund of the total booking fee (excluding the deposit).
- 14 days or fewer before the event: No refund.

By the Company

- If we are forced to cancel (e.g. due to illness, extreme weather, or equipment failure), we will attempt to reschedule your event or provide a suitable replacement service.
- Alternatively, we may offer credit on file for use against a future booking.
- We are not liable for any indirect or consequential losses resulting from a cancellation.

7. Client Responsibility

- The client is responsible for guests' conduct.
- Damage to equipment or staff caused by guests is chargeable to the client.
- The client must supply accurate information when booking so the service can be tailored properly.

8. Force Majeure

We are not liable for delays or failure to perform due to events beyond reasonable control (e.g. natural disasters, pandemics, strikes, or government actions).

9. Liability

- We carry public liability insurance.
- We disclaim liability for injury or damage caused by misuse of equipment by the client or guests.
- Our total liability for any claim is capped at the total fees paid by the client for that event.

10. Photography & Marketing

Unless agreed otherwise in writing, the client consents to us using event photos/videos showing our setup for promotional purposes.

11. Privacy / Data

We will not share client data with third parties unless required by law. Client data is handled in accordance with UK GDPR.

12. Governing Law & Disputes

These terms are governed by the laws of England and Wales. Any disputes will be resolved in UK courts.

13. Fines & Additional Charges

- Damage to equipment is chargeable at full repair or replacement cost.
- Excessive cleaning or unacceptable return incurs a flat £100 charge.
- Late return (dry hire) is charged at £100 per day.
- Misuse, negligence, or voiding warranties may result in full charges.
- Late payment fee: £25 if balance is not paid by due date.
- Interference with staff may result in termination of service without refund, and possible extra charges.
- All fines or invoices must be paid within 7 days of the event or return.