



TERMS AND CONDITIONS

In paying your deposit and confirming your booking, you are deemed to have accepted the Terms and Conditions. When booking your event with us we will work very closely with you to confirm all the logistic and menu details are exactly as you require. Please feel free to ask as many questions as you need and we are always available to answer your queries.

Your quote includes all the food, drinks, equipment, travel, licensing costs, staffing, set up and clearing away. We also cover the cost of applying for and gaining a TEN license (temporary event notice) to legally sell alcohol from your venue.

Once our quote is finalised and accepted we require a deposit of 50% of the total invoice to secure your date. The final balance will then become due 6 weeks prior, when we will contact you to make a “final checks” call or email. If your event is within 6 weeks of booking, the full amount will be required at the time of booking. Failure to make payment on time will result in the booking not being confirmed and we reserve the right not to deliver the event.

If your guest numbers increase this is usually fine and we will do our best to accommodate. If your guest numbers decrease by a minimal amount this is absolutely fine but if there is significant change to numbers we reserve the right to maintain our original quote and provide you with extra drinks/services to make up the shortfall. We will of course always try to be as flexible as possible as we understand these things do occasionally happen.

There is a charge to hire the vehicle which includes the appropriate number of staff, travel, set up and clear, tableware etc. This will depend on the amount of hours required, location

and the date of your event. We will give you an itemised quote before you agree to proceed with a booking which will set this out.

Our team will give you a courtesy 'phone call when we are 30 minutes away from the venue to give you time to open any gates/move other vehicles and generally prepare for our arrival. Depending on services booked, we will need to arrive between 1 and 1 ½ hours prior to service to setup. And at the end of the event we will need approximately 45 mins to an hour to clear away.

If you have a specific colour scheme or theme, we will try to match such items as napkins and floral decor to complement this.

IT IS IMPERATIVE THAT YOU PROVIDE US WITH ANY ALLERGY OR INTOLERANCE INFORMATION FOR YOUR GUESTS AT THE TIME OF BOOKING.

We will require a dry, flat surface on which to park the horsebox and require a space of approximately 20ft length by 8 foot width and a height of approximately 10 foot. Please let us know if you are aware of any height/width restrictions at the venue or the immediate area. The horsebox runs off a standard 3 pin household plug which we would require access to. If this isn't possible we can supply a generator, which will incur a cost of £50.

In the event of cancellation by you - up to 6 weeks prior (when the final balance is due) - we will return your deposit minus £150 admin fee. If your event cancels within 2 weeks of the date, we will retain 25% of the total invoice amount, as we will have started to order and purchase stock at this point and booked out this date.

In the extremely unlikely event that we are unable to deliver your event due to reasons beyond our control, you would receive a full refund of any monies paid.

Jane Luck
Proprietor -The Fizzy Filly

31/8/2025