



Terms & Conditions

Booking

Initial contact about availability & prices is not a booking. A booking is when the invoice has been dispatched and the initial deposit and or the full balance has been received & cleared. All bookings take effect immediately upon the receipt of these funds.

Payment Of Fees

A booking deposit is non-refundable and due by the date as detailed within the Invoice. The full balance is due prior to your event unless otherwise agreed with Waffle-Waffle in advance as detailed within the invoice. The Deposit is usually requested as soon as possible to confirm the booking but can be made up to two Months prior to the event. The full balance is usually requested one calendar Month prior to the event. Both the deposit and full balance payment dates can be adjusted slightly depending on the date of initial contact with Waffle-Waffle if the event date falls outside of the payment windows as mentioned above.

A Waffle Cart dry hire will incur a refundable security deposit along with the hire cost. Once set up during a time agreed by both parties, all items will be inspected to note any damage and agreed by both parties. Upon collection of the Cart, Waffle-Waffle will inspect all items and identify any areas of concern not noted at the time of delivery and communicated directly with the client. Fees relating to any damages, and the replacement of these parts including the time associated, will be communicated with the client, and require settlement within 7 days of the dry hire.

Planning Your Event

Waffle-Waffle will work with you to ensure your event is both safe and a success. We will try to identify and provide our thoughts on what setup will work best for your event be it a daytime setup, evening, outdoor or indoor. In the event of additional toppings / flavours being requested, a period of one calendar Month is required to determine if this is something we can assist you with. The same time period will apply to deal with any special dietary requirements not already managed. Waffle-Waffle will provide all the equipment and ingredients to be able to provide the service that we have advertised, and you have paid for, but request that we have access to a mains electricity outlet within 5 meters of our setup location up to a maximum of 10 meters. This will remove the need for a portable petrol generator and the health & safety risks associated with one in addition to the extra cost for the client. All our electrical items have passed a 'Portable Appliance Test' and are therefore covered by our Public Liability Insurance.

Timing

Waffle-Waffle will arrive prior to the time slot as agreed with yourself in which the waffles will be produced and dispatched. The client must ensure a minimum of one hour to enter a venue and set up prior to the start time and a similar time allowance at the end to pack up. Waffle Cart dry hire setup and dismantle timings to be agreed by both parties and noted in advance.



WWW.Waffle-Waffle.co.uk



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Changes

Occasionally it may be necessary for the client to alter the schedule. This needs to be discussed and agreed with Waffle-Waffle prior to the event. Any delay in the start time due to any situations out of Waffle-Waffle control will not warrant any extension to the stated finish time or a fee reduction. However, an extension of serving time & products may be possible if requested and will be confirmed by your server / servers at the time of discussion which may incur an additional fee for both extra products served and an agreed time period. This is to be paid in cash to your server.

Equipment & Servers

The equipment & setup used by Waffle-Waffle is solely for use by the provided servers. Any damage caused by the client, or their guests, should be verbally identified immediately followed by written confirmation. Payment for any damage should be received by Waffle-Waffle within 7 days of the event or further costs may be charged. In most instances, unless otherwise communicated, 1 or 2 servers will be at the booking. These servers may be wearing Waffle-Waffle branded clothing.

Social media use / photos / testimonials

Your servers may take photos and or films of your event / celebration relevant to the marketing of Waffle-Waffle. These may be used on websites or social media accounts. If you do not wish any photos and or films to be used for this reason, please notify us in advance. No photos or videos will be used of minors without their parent or guardians verbal consent. Written feedback you provide may also be used for marketing. Any complaints should be made in writing to Waffle-Waffle immediately after the event.

Cancellations

By the client

If you need to cancel the booking due to unavoidable circumstances, then Waffle-Waffle needs to be notified immediately. Cancellation within 60 days of the booking date will require the full balance payment being made either within 14 days of the notice of cancellation or by the balance due date on the invoice. However, we will try to accommodate any rescheduling of dates with the client to avoid such payments. Cancellations will be required in writing.

By Waffle-Waffle

If Waffle-Waffle needs to cancel the booking due to unavoidable circumstances the client will be notified immediately. Waffle-Waffle will refund back to the client their deposit and any other payments already made.

Other Information

Waffle-Waffle may use some ingredients which contain allergens. A notice will be displayed advising your guests that this is the case. A full list of allergens can be provided to you in advance of your booking but please advise us if you are aware of any instances where an individual's allergies may be affected. Waffle-Waffle is a registered Business with Guildford Borough Council and their Environmental Health Department. Waffle-Waffle holds Public Liability Insurance up to £5m and has a Business Waste collection service with a registered carrier & disposer. One or more servers will be qualified up to Food Safety Level 2.



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Privacy Policy

("We") are committed to protecting and preserving the privacy of our visitors when visiting our site or communicating electronically with us.

This policy sets out how we process any personal data we collect from you or that you provide to us through our website. We confirm that we will keep your information secure and that we will comply fully with all applicable UK Data Protection legislation and regulations. Please read the following carefully to understand what happens to personal data that you choose to provide to us, or that we collect from you when you visit this site. By visiting our website, you are accepting and consenting to the practices described in this policy.

Types of information we may collect from you

We may collect, store, and use the following kinds of personal information about individuals who visit and use our website:

Information you supply to us. You may supply us with information about you by filling in forms on our website. This includes information you provide when you submit a contact/enquiry form. The information you give us may include your name, address, e-mail address and phone number.

Information our website automatically collects about you. Regarding each of your visits to our website we may automatically collect information including the following:

- **technical information**, including a truncated and anonymised version of your Internet protocol (IP) address, browser type and version, operating system, and platform.
- **information about your visit**, including what pages you visit, how long you are on the site, how you got to the site (including date and time); page response times, length of visit, what you click on, documents downloaded and download errors.

How we may use the information we collect

We use the information in the following ways:

Information you supply to us. We will use this information:

- to provide you with information and/or services that you request from us.

Information we automatically collect about you. We will use this information:

- to administer our site including troubleshooting and statistical purposes.
- to improve our site to ensure that content is presented in the most effective manner for you and for your computer.
- security and debugging as part of our efforts to keep our site safe and secure.

This information is collected anonymously and is not linked to information that identifies you as an individual. We use Google Analytics to track this information.



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Disclosure of your information

We use a trusted third-party website and hosting provider to facilitate the running and management of this website. GoDaddy meet high data protection and security standards and are bound by contract to keep any information they process on our behalf confidential. Any data that may be collected through this website that GoDaddy process, is kept secure and only processed in the manner we instruct them to. GoDaddy cannot access, provide, rectify, or delete any data that they store on our behalf without permission.

We do not rent, sell, or share personal information about you with other people or non-affiliated companies.

We will use all reasonable efforts to ensure that your personal data is not disclosed to regional/national institutions and authorities, unless required by law or other regulations.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Third party links

Our site may, from time to time, contain links to and from the third-party websites. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Changes to our privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page. Please check back frequently to see any updates or changes to our privacy policy.



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