



## Terms and Conditions of hire for Candy Floss and/or Popcorn

Your booking is not confirmed until a 25% deposit has been paid and the date will remain available to others. We require a signed booking form to be returned to us to confirm the booking.

All balances must be paid at least three weeks (21 days) before your booking. If you book within three weeks of the event full payment will be required at the time of booking to guarantee the date. Payment can be made by cash, BACS or cheque. Payment details are available on your invoice.

If your balance is not paid by the due date, we will send two email reminders after which time your booking will be cancelled and your deposit will not be refunded.

The following cancellation charges apply:

Deposits are non-refundable

Less than 21 days from the date of the event – 50% of the agreed fee

Less than 14 days from the date of the event – full agreed fee

Any cancellations must be received by us in writing and cancellation charges must be paid within 7 days of the cancellation

- You must provide full details on the booking form, including your contact details and details of the venue. Please indicate the times you wish the candy floss and/or popcorn to be served on your booking form; the number of hours of service included are detailed in your quote.
- If your event is on private land, please check that the owners have given permission for us to be there before booking.
- We cannot guarantee that any of our products are completely free from allergens; further information about ingredients can be provided at the event to anyone that requests it.
- In the event of us being unable to attend due to inclement weather conditions such as snow, wind, rain or any other circumstances beyond our control then the full fee may still be payable, at the discretion of Granny Smith's Ice Cream. In the event of us being unable to attend due to a breakdown of our vehicle or machinery a full refund will be given.
- Abusive and / or aggressive behaviour will not be tolerated. If we feel threatened in any way we will leave immediately and no refund will be given.
- We have public liability insurance for £10,000,000 and it is subject to these terms and conditions being complied with. Public Liability Insurance is excluded in its entirety following any claim or injury to any third party or employee whether directly or indirectly related to the use of drugs and/or alcohol.
- The candy floss and/or popcorn machines can be set up under our waterproof gazebo if we are sited outside. This is 3m x 3m, or we can set up inside on a table which we provide. If we are sited outside, a reasonably flat and level surface which is not too soft is required. Please consider this, particularly after heavy rain. If there is not a suitable site for location, we may have to refuse to serve and no refund will be made.
- The candy floss and popcorn machines **must** be plugged into a 3-pin socket power supply; please confirm on your booking form that a power supply is available.
- Any damage to our property caused by the hirer or the hirer's guests will be chargeable to the hirer.
- A charge for mileage is included in the cost of hire.
- Any hirer must be at least 18 years of age.
- Any changes to the booking must be notified in writing.