



Terms and Conditions

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.

Your final order must be confirmed in writing with numbers, any dietary requirements and flavour choices, if applicable, at least 21 days before the date of the booking to enable us time to order in supplies.

Please make sure you have permission from your venue for us to attend. If we are refused entry you will lose your booking. No refund will be issued.

We cannot guarantee that any of our products are completely free from allergens. Due to the nature of production there is always a possibility of traces. If you or any of your guests suffer from any allergies, you are required to make us aware prior to the event.

Alcoholic ice creams and sorbets do contain alcohol although in minimal amounts; we will not serve these to the under 18s.

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.

Our trailer can be sited indoors or outside depending on the venue. A gateway or doorway needs to be at least 150cm wide to allow us to get the trailer through so please bear this in mind when you are thinking about where to put us. We can manage to get up or down one small step. If more steps are to be negotiated a ramp will be required and the gradient cannot be too steep. Our trailer is heavy when fully loaded with ice cream. We generally set up under our waterproof gazebo which is 3m x 3m.

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 full payment will be required.

Any damage to our property caused by the hirer or the hirer's guests will be chargeable to the hirer.

It is best for us to be able to plug into a power supply, especially for long bookings, We do have a backup battery we can use if power is not available but this may limit the amount of time we can serve. Please indicate on your booking form if a power supply is available.

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.