



Terms and Conditions of Hire – Sweet Cart

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.

If you require us to provide sweets for the cart, your final order must be confirmed in writing with numbers 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.

If we are providing sweets for the cart, we will provide a list of allergens for guests to refer to and no responsibility can be taken for any issues arising. We cannot guarantee that any of our products are completely free from allergens.

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.

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

Mileage to deliver the sweet cart and return to collect it will be charged at 45p per mile.

Any hirer must be at least 18 years of age.

Any changes to the booking must be notified in writing.