



SISTER SPIRITS RVA

SERVICE & BUSINESS POLICY

At Sister Spirits RVA, we are committed to providing exceptional mobile bartending services while ensuring a smooth and professional experience for all our clients. This service policy outlines important terms and expectations to protect both our business and our clients.

TERMS AND CONDITIONS:

1. BOOKING & PAYMENT

- A non-refundable deposit of 25% Proposal price is required to secure your event date. Your date is not confirmed until the deposit is received.
- The remaining balance must be paid in full 14 before the event.
- Payments can be made via Square, Zelle, Paypal, Venmo, Check.
- Failure to make final payment by the due date may result in cancellation of services without refund of the deposit.

2. CANCELLATION & REFUND POLICY

- 60+ days before the event: No refund on the deposit.
- 30-59 days before the event: 25% of the total service fee is due (in addition to the deposit). The deposit is non-refundable.
- Less than 30 days before the event: 100% of the total service fee is due. No refund will be issued, and the client is responsible for the full payment.
- If Sister Spirits RVA must cancel due to unforeseen circumstances, the client will receive a full refund of all payments made, excluding the deposit. Every effort will be made to find a replacement bartender if possible.

3. ALCOHOL POLICY

- Client Must Provide Alcohol: Sister Spirits RVA is a dry hire bartending service, meaning we provide bartending services and supplies, but the client is responsible for purchasing and supplying all alcoholic beverages.
- The client must ensure compliance with local laws and venue policies regarding alcohol consumption.
- Sister Spirits RVA reserves the right to refuse service to anyone who appears intoxicated or underage.
- We are not liable for any incidents related to alcohol consumption before, during, or after the event.

By signing the contract, you confirm that you have read and agreed to the terms outlined in this policy. This policy is in place to ensure a smooth event and protect both parties.

4. SERVICE & LIABILITY

- Sister Spirits RVA is not liable for any injuries, damages, or legal consequences resulting from alcohol consumption at the event.
- The client assumes responsibility for any damages to Sister Spirits RVA's equipment, bar setup, or staff caused by event guests.
- The client must provide a designated space for the bar setup, with adequate space, lighting, and access to power and water if needed.

5. EVENT TIME & OVERTIME FEES

- Service is provided for the agreed-upon time in the contract. Any additional time will be charged at \$100.00 per bartender, payable at the time of extension.
- If the event runs beyond the contracted time without prior approval, overtime fees will be applied.
- Bartenders will stop serving alcohol 15-30 minutes before the event ends to allow for cleanup and breakdown.

6. INCLEMENT WEATHER & UNFORESEEN CIRCUMSTANCES

- If the event is outdoors, the client must provide a backup plan (e.g., tent, indoor space) in case of bad weather.
- In cases of severe weather, natural disasters, or emergencies where it is unsafe to proceed, Sister Spirits RVA reserves the right to adjust service times or reschedule with the client.

7. SETUP & BREAKDOWN

- We require minimum 1 hour for setup before the event and minimum 1 hour for breakdown after the event.
- The client is responsible for ensuring the setup area is ready upon arrival.
- If breakdown is delayed due to venue restrictions or other factors, additional fees may apply.

8. CLIENT RESPONSIBILITIES

- The client must confirm all event details at least 30 days before the event.
- If a liquor license or event insurance is required by the venue, the client is responsible for obtaining it.
- The client must provide accurate guest counts to ensure proper staffing.
- The client is responsible for ensuring that alcohol is consumed responsibly and that guests arrange safe transportation if needed.

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9. PHOTOGRAPHY & SOCIAL MEDIA

- Sister Spirits RVA may take photos/videos during the event for promotional purposes, including social media and marketing materials.
- If the client does not wish for their event to be photographed, a written request must be submitted before the event.

10. TIPPING & GRATUITY

- Gratuity is automatically 10% of the total guest price.
- If a tip jar is not allowed at the event, a mandatory gratuity of 18% will be added to the final invoice.

11. BARTENDER SAFETY & CONDUCT

- Sister Spirits RVA staff reserves the right to end service immediately if at any time they feel unsafe due to aggressive behavior, harassment, or unsafe working conditions.
- If service is ended due to safety concerns, no refunds will be issued.
- The client is responsible for ensuring that guests respect bartenders and event staff at all times.

12. GLASSWARE, BARWARE & EQUIPMENT

- Sister Spirits RVA provides standard bar tools and disposable cups unless otherwise agreed upon.
- If the client requests glassware or specialty barware, they are responsible for rental costs and returning all items in good condition.
- Any damages or lost equipment due to client or guest negligence will be charged to the client.

13. CUSTOMIZATION & SPECIAL REQUESTS

- Signature cocktails, themed menus, and special setups must be discussed and confirmed at least 30 days before the event.
- Sister Spirits RVA will make every effort to accommodate requests, but last-minute changes may not be possible.

14. FORCE MAJEURE (UNCONTROLLABLE EVENTS)

- If Sister Spirits RVA is unable to fulfill the service due to circumstances beyond our control (e.g., natural disasters, government restrictions, emergencies), we will work with the client to reschedule or issue a partial refund.
- We are not responsible for cancellations due to venue closures, guest attendance changes, or other factors outside of our business operations.

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