



Telephone: 07795828282 Email: rebecca@rebeccaherdevents.co.uk Web: www.rebeccaherdevents.co.uk

TERMS & CONDITIONS

SWEET CART – GENERAL

Rebecca Herd Events holds full Public Liability Insurance, a copy of our insurance policy can be provided upon request. There are 3, (24hr.) packages for hire available. All packages are included in these Terms and Conditions.

Delivery charge £0.80 per mile - minimum delivery fee £10 (Deposit required).

Our sweet cart can be hired 'sweet cart only', or with your choice of sweets. You are not permitted to mix your own sweets with sweets provided by us. This is for insurance and product traceability reasons. Any sweets left over at the end of your event will be safely packaged for you to enjoy at your leisure.

The dimensions of our sweet cart are 1.7m length, 0.8m width and 2.1m height.

Rebecca Herd Events will deliver and set up the sweet cart, on the agreed date and time. Please ensure that you specify the correct location of the sweet cart in the venue, as subsequent movement of the cart by anyone other than staff of Rebecca Herd Events, may result in damage and therefore a possible loss of your deposit.

Under no circumstances should anything such as banners or pictures be attached to our sweet cart without us attaching such decorations.

Placing an order with Rebecca Herd Events denotes that you have read, agreed and understood these terms and conditions, so please read them carefully. No alterations to these terms and conditions can be made unless agreed to in writing.

Rebecca Herd Events reserves the right to remove our sweet cart from any event before the end of the hire period, if we deem that the sweet cart is in danger of damage, or we are faced with abusive or threatening behaviour.

Rebecca Herd Events will be able to hold a selected date for you for 14 days only, after this time if the deposit has not been paid, we reserve the right to release the date. All bookings will be confirmed in writing and be guaranteed once the relevant payment has been received.

Although we endeavour to ensure that your sweet choices are presented to you, occasionally suppliers change their sweets, withdraw them from sale or have a quality alert on them, so on these rare occasions, we reserve the right to substitute a sweet choice for a similar sweet variety.



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BOOKING PROCESS AND PAYMENT

With any booking we require a damage deposit of £100 which will then be returned to you upon inspection of the cart and it is deemed that no damage has been caused. Should any damage occur then this will result in a deduction or no return of the damage deposit. All damaged items remain the property of Rebecca Herd Events and must be returned. Complete payment, including the damage deposit, will be required within 14 days of Invoice. If a booking is made within 14 days of the specified delivery date and time, a full payment will be required in order to secure any Rebecca Herd Events Sweet Cart services.

We accept payment by cash or by cheque, however payment by cheque requires a cheque guarantee number and expiry date to be written on the back of the cheque. Payment can also be made by bank transfer; full details are provided on your invoice.

If Rebecca Herd Events are not in receipt of full payment 14 days before your booking, then we reserve the right to withdraw acceptance of your order. No delivery will be made without full payment.

No refunds or credits will be issued for any returned or unused stock.

NUT ALLERGIES

Rebecca Herd Events are fully aware of the serious risk to people who have nut allergies. It is with regret that due to cross contamination within the sweet factories, that Rebecca Herd Events is unable to guarantee that the products we supply have not come into contact with nuts or nut derivatives. Any sweets provided by Rebecca Herd Events that contains nuts will be clearly labelled and stored away from other products. All sweets are handled with hygiene gloves which will be changed if handling any sweets containing nuts.

If you have any questions or require specific information about a certain product, then please contact us and we will do our best to help.

CANCELLATION FEES

Less than 8 weeks prior to your event – 10% of total cost is due

Less than 4 weeks prior to your event – 50% of charge is due

Less than 2 weeks prior to event – 100% of charge is due.

Anyone wishing to cancel must contact Rebecca Herd Events as soon as possible on 07795828282, followed up by confirmation in writing by email to rebecca@rebeccaherdevents.co.uk



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COMPLAINTS

In the unlikely event of any dissatisfaction, please inform Rebecca Herd Events within 5 working days of your event taking place. We reserve the right to refuse compensation with any complaint received after 5 working days after your event has taken place.

LIABILITIES

In no circumstances shall our liability to you exceed the invoice value of the contract.

Rebecca Herd Events or any of our representatives shall not be liable in respect of damages/injury/loss or any other damage incurred in respect of this hire, as a result of any defect or damage to the item and the customer shall satisfy him/herself of the suitability/condition/placement of the equipment upon receipt.

In no event shall Rebecca Herd Events be liable to you for any damages resulting from or related to any failure or delay to provide service under this agreement if such delays or failures are due to strikes, weather, fire, riots, acts of god, theft, terrorism, vandalism or other causes beyond our control, as defined by standard practices in the industry. Such failure or delay shall not constitute a default under this agreement.

LAW

These terms and conditions and any contract formed between us shall be governed by the laws of England and the English Courts shall have jurisdiction to resolve any disputes between us.

PRIVACY POLICY

Rebecca Herd Events will treat any personal information you provide in accordance with the data protection act of 1998, any information you supply will only be used to contact you in connection with services provided and to respond to any requests you have made to provide the requested information.

Rebecca Herd Events WILL NOT under any circumstances sell, trade or rent your information to third parties.

PHOTOGRAPHS/PUBLICITY

We would like to use images taken at events, for our website and portfolio, please let us know if you object to this.

Rebecca Herd Events - 2019